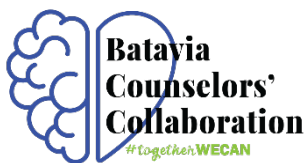


# KANE COUNTY RESOURCE GUIDE

**YOUR  
MENTAL  
HEALTH  
MATTERS!!**  
*during these anxious times*

provided by



## **Acknowledgments**

Recently, a group of local Batavia Counselors came together in realization that anxieties and worries have become heighten during the COVID-19 pandemic to see what they can do to help our community get through these tough times. Together they formed the **Batavia Counselors' Collaboration** to build awareness of how they can help. The goal of this group is to provide resources and guidance to individuals and agencies that are overwhelmed, over-stressed and not sure how to manage life during these unknown times. To find out more about this group and their resources, go to <https://www.facebook.com/BataviaCounselorsCollaboration/>.

A special thanks goes to Jen Brens from BATV for helping with videos and getting them posted, Margaret Perreault of the Batavia Chamber of Commerce for helping to organize meetings with us and putting us in contact with important organizations and Mary Anne Callahan for keeping us organized.

## **Members of the Batavia Counselors' Collaboration**

- Cheryl Denz, Riverview Counseling Services Ltd
- Matthew Goles, Prairie Wellness Counseling Center, P.C
- Brent Horlock, Horlock Therapeutic Counseling
- Jamie Kruse, Jkruse Therapy Services
- Maria EJ Kuhn, Kuhn Counseling Center, PC
- Jen Brens, BATV
- Mary Anne Callahan, Kuhn Counseling Center
- Margaret Perreault, Batavia Chamber of Commerce

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## CRISIS LINES



**Phone:** 211 (24/7)  
**Toll-free:** 888-865-9903  
**Website:** [www.findhelp211.org](http://www.findhelp211.org)  
 United Way 2-1-1 can put you in touch with organizations ready to help you with:

- Assistance
- Counseling
- Day Care
- Disability Resources
- Disaster Recovery
- Domestic Abuse
- Drug/Alcohol
- Educational/  
Vocational Training
- Elderly Care
- Emergency Shelter
- Employment
- Food Pantries
- Health Resources
- Mental Health Services
- Rehabilitation
- Rent or Utility

**Association for Individual Development (AID)**

**Phone:** (630) 966-9393  
**Hours:** 24/7

**Batavia Police Department**

**Phone:** (630) 454-2500 non-emergency line  
**CALL 911 IF ITS AN EMERGENCY**

**Crisis Text Line**

Support via text message for everything: anxiety, depression, suicide, school

Text **HOME** to **741741** to connect with a Crisis Counselor

**Free, 24/7**

**IL Helpline for Opioids and Other Substances**

**Phone:** 1-833-2FINDHELP

**Kane County Crisis Line**

**Northern Kane:** 847-697-2380  
**Southern Kane:** 630-966-9393

**Lazarus House**

**Emergency Shelter/ Admin/ Transitional:**  
 630-587-2144  
**Hours:** 24/7

**Outreach/Emergency Assistance:**  
 630-587-5872  
**Hours:** 24/7

**Mutual Ground**

Domestic and Sexual violence  
 Hotlines are still active

**Domestic Violence:** 630-897-0080  
**Sexual Violence:** 630-897-8383  
**Hours:** both 24 hours

**NAMI IL**

**Information Line:** 800-950-6264  
**Available:** M-F 10 am – 6pm

**Suicide Prevention Services**

**Depression Line:** 630-482-9696  
**Hours:** 8am – midnight  
**National suicide prevention lifeline:**  
 1-800-273-8255 (24/7)

## ABUSE/ADDICTION/RECOVERY

<p><b>Breaking Free</b></p> <ul style="list-style-type: none"> <li>• Building not open for walk-ins</li> <li>• Phone calls only Monday-Friday between 9am-5pm.</li> <li>• If you are looking for support during this time you can participate in online alcoholics anonymous and narcotics anonymous meetings. Click the links below to participate in these virtual meetings. AA Online Meetings: <a href="http://www.aonlinemeeting.net">www.aonlinemeeting.net</a> Virtual NA Meetings: <a href="http://www.virtual-na.org">www.virtual-na.org</a></li> </ul>	<p><b>Phone:</b> (630-897-1003)</p> <p><b>Website:</b> <a href="https://www.breakingfreeinc.org/">https://www.breakingfreeinc.org/</a></p>
<p><b>Lighthouse Recovery Inc.</b></p> <ul style="list-style-type: none"> <li>• Not looking at opening during the month of June, procedures still as follows:</li> <li>• Almost all services will be done on a telehealth/telemedicine virtual platform.</li> <li>• Our plan will also address all court ordered DUI counseling and evaluations, as well as our continued work with the incarcerated population, with the Chief Judge of Kane County giving us permission to proceed in this fashion.</li> <li>• Your counseling hours WILL count toward your court ordered hours, and your ability to complete these hours on time will not be interrupted.</li> <li>• Details on telehealth directions as well as groups will be sent via email. This will apply to all IOP, OP, DUI risk education, and DUI counseling groups. MAT clients will also receive services in this way, but will have the ability to speak directly with the Lighthouse Recovery Medical Director or the Lighthouse Recovery Clinical Director through this platform.</li> </ul>	<p><b>Phone:</b> (630-940-2468)</p> <p><b>Website:</b> <a href="http://lighthouserecoveryinc.com/">http://lighthouserecoveryinc.com/</a></p>

## ABUSE/ADDICTION/RECOVERY

<p><b>Mutual Ground</b></p> <ul style="list-style-type: none"> <li>• Depending on results of screening process, Mutual Ground is still accepting new clients (case-by-case basis)</li> <li>• All counseling services are remote</li> <li>• Legal advice (not necessarily legal counsel) is available by phone</li> <li>• 24-hour Domestic and Sexual Violence hotlines are open and being operated by staff.</li> <li>• Mutual Ground currently has adults and children in shelter and expect to serve shelter clients throughout this crisis.</li> <li>• We are supporting other clients by offering video counseling sessions.</li> </ul>	<p><b>Domestic Violence:</b> 630-897-0080</p> <p><b>Sexual Violence:</b> 630-897-8383</p>
<p><b>Renz Addiction Counseling Center</b></p> <ul style="list-style-type: none"> <li>• Renz clients will be receiving calls from staff and their counselors about future group and individual sessions. Both group and individual sessions will be conducted over the phone until further notice, and clients will be given further instructions when contacted.</li> <li>• All SMART Recovery and AA groups are on hold. Any questions, please call us at 847-742-3545.</li> </ul>	<p><b>Phone:</b> (847-742-3545)</p> <p><b>Website:</b> <a href="https://renzcenter.org/">https://renzcenter.org/</a></p> <p><b>Facebook:</b> <a href="https://www.facebook.com/RenzCenter/">https://www.facebook.com/RenzCenter/</a></p>
<p><b>Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Hotline</b></p>	<p><b>Phone:</b> 1-800-985-5990</p> <p><b>Text TalkWithUs to 66746.</b></p> <p>Deafness or hearing loss can use their preferred relay service to call 1-800-985-5990</p>

## ABUSE/ADDICTION/RECOVERY

### Suicide Prevention Services

We are cautiously optimistic about our transition back to offering face-to-face counseling gradually after June 1, 2020, as the State of Illinois transitions to Phase 3 of the Restore Illinois Re-Opening directives from the Governor and the IDPH.

For safety and wellbeing of all, here are the steps we are implementing:

1. All appointments must be made in advance by telephone. We cannot accept walk-in requests for services.
2. New clients and inquiries are welcome to call our administrative line during regular business hours.
3. Upon arrival for your scheduled appointment at Stone Manor, please remain in your vehicle and call our administrative line to let us know you are here. We will ask screener questions regarding COVID-19. Your clinician will receive you at the front door when they are ready for you.
4. We ask that you use a face mask during entry and exit from the counseling room.
5. Clinicians will have a face mask, but we will remove it during your session.
6. Our clinicians and administrative assistant work hard to ensure there is minimal overlap between clients entering and exiting counseling offices.
7. Hand sanitizer will be available at the front door and we ask that you use it.
8. Our clinicians will maintain a 6-foot physical distance from you at all times.
9. Our facilities are regularly cleaned, and frequently touched surfaces are sanitized many times throughout the day.

SPS will continue to offer virtual and telehealth options for counseling.

### Our hotlines continue to be operational:

#### National Suicide Prevention Lifeline

1-800-273-8255

**Depression Line:** 630-482-9696

**Administrative phone line:** 630-482-9699  
open from 8:30 am through 4:30 pm weekdays

Support groups will continue to meet virtually, check website or call 630-482-9699 for updates

**Website:** <https://www.spsamerica.org/>

Please check our website regularly for updates.

Trainings will be determined with COVID-19 guidelines – PLEASE CALL our administrative line to verify in-person events.



## ABUSE/ADDICTION/RECOVERY

### Waterford Place Cancer Resource Center

While Waterford Place remains physically closed for the near future, we are committed to being there for you. To support you, we are now offering programming online to help you cultivate calmness and restore your resiliency.

Connect with your support group through virtual meetings. Stay in touch with your friends and staff at Waterford Place through Connection Calls. Work out with Certified Pilates and Group Fitness Instructor Judy Siek, try your hand at crafting, soothe your soul with meditation or enjoy a musical performance from Bill and Katy – all of this and more is now available online with new programs being added regularly.

**Currently, all programs are virtual. Please call to register 331-301-5280**

**Waterford Place Cancer Resource Center provides services and support, free of charge, to anyone impacted by a cancer diagnosis.**

**We will communicate via email, our website <https://www.rushcopley.com/waterford-place/> and <https://www.facebook.com/waterfordcancerresourcecenter/> to keep you updated as to when we can return to normal operations.**

### Support -

<https://www.rushcopley.com/waterford-place/support-services/>

**Mind, Body and Spirit** - sound healing meditation, guided meditation, arts/crafts  
<https://www.rushcopley.com/waterford-place/mind-body-and-spirit/>

Wellness - Yoga, Pilates and Gentle Movement  
<https://www.rushcopley.com/waterford-place/wellness/>

### Online Support Groups Available

Oncology-Focused, Short-Term Counseling

- By Appointment Only
- Short-term counseling is provided to address cancer-related issues and is available to those diagnosed with cancer and their family.

Grief Counseling

- By Appointment Only, provided through a partnership with Seasons Hospice & Palliative Care of Illinois.

## FOOD PANTRIES

### **Aurora Interfaith Food Pantry**

1110 Jericho Road  
Aurora, IL 60506  
630-897-2127  
[www.aurorafoodpantry.org/](http://www.aurorafoodpantry.org/)

### **Batavia Food Pantry**

100 Flinn  
Batavia, IL 60510  
630-879-3784  
<https://bataviafoodpantry.org>

### **Calvary Church Food Pantry**

129 West Benton Street  
Naperville, IL 60540  
630-851-7000

### **Fox Valley Hispanic Pantry**

505 E. New York Street  
Aurora, IL 60505  
630-898-0410

### **Holy Angels Food Pantry**

204 S. Russell Avenue  
Aurora, IL 60506  
630-897-2478

### **Loaves & Fishes Food Pantry**

1871 High Grove Lane  
Naperville, IL 60540  
630-355-3663

### **Marie Wilkinson Community Pantry**

901 E. Galena Blvd.  
Aurora, IL 60505  
630-820-0002

### **Marie Wilkinson Food Pantry**

834 N. Highland Avenue  
Aurora, IL 60506  
630-897-5431

### **Salvation Army Food Pantry**

437 E. Galena Blvd.  
Aurora, IL 60504  
630-897-7265

### **Salvation Army TriCity Corps**

1710 S. 7th Ave.  
St. Charles, IL 60174  
630-377-2769

### **Two Rivers Head Start**

1661 Landmark Rd.  
Aurora, IL 60506  
(630) 264-1444

## HOSPITALS

<p><b>AMITA Presence Mercy Medical Behavioral Health</b> Openings at all levels - Inpatient, PHP and IOP - taking precautions, masks, still offering in person services.</p>	<p><b>Phone:</b> (630) 801-2657 1330 N Lake St, Aurora, IL 60506</p>
<p><b>AMITA St. Joseph</b></p> <ul style="list-style-type: none"> <li>• Protocol for accepting behavioral health patients remains unchanged (full)</li> <li>• Majority of patients are transfers to from the ED</li> <li>• Accepts patients ages 13 and up</li> </ul>	<p><b>Phone:</b> 847-931-5521 77 N Airlite St, Elgin, IL 60123</p>
<p><b>AMITA Resource &amp; Referral Line:</b> dedicated referral center is on-call Monday through Friday to direct you to the right medical or community resource</p>	<p><b>Phone:</b> 844-569-5200 <b>Hours:</b> on-call Monday through Friday</p>
<p><b>Edward-Elmhurst Health</b></p> <ul style="list-style-type: none"> <li>• Visitor screening is taking place at all Edward-Elmhurst Health locations and patients should avoid bringing people with them to appointments as visitors are being restricted at all sites.</li> <li>• For the safety and protection of patients, staff, physicians and the community, visitors and patients will be screened for fever and/or respiratory symptoms before entering our sites.</li> <li>• Until further notice, we are not allowing visitors in most of our inpatient and outpatient areas and no one under the age of 18 may visit</li> </ul>	<p><b>Phone:</b> 630-527-3200 <b>Website:</b> <a href="https://www.eehealth.org/">https://www.eehealth.org/</a> <b>Closures and cancellations</b> We are currently working with our physicians to determine a plan to address essential/non-essential surgeries at both hospitals. Whether a procedure will take place will be made on a case by case basis. Check our website for current procedures.</p>
<p><b>Linden Oaks Behavioral Health</b> <i>Participants will be notified if program/class instructors decide to offer classes via WebEx.</i></p>	<p>IN-PERSON PROGRAMMING AND CLASSES HAVE BEEN CANCELLED</p> <p><b>Phone:</b> 630-305-5027 852 South West Street Naperville, IL 60540</p>

## HOSPITALS

<p><b>Northwestern Medicine – Central DuPage</b></p> <ul style="list-style-type: none"> <li>• Required to take less than full capacity of inpatient admissions</li> <li>• Patient and community classes continue to be hosted online</li> <li>• Inpatient detox and residential program are still in place</li> <li>• All adolescent PHP programs continue to be hosted virtually</li> <li>• Some adult PHP programs continue virtually, while some have resumed in-person services</li> <li>• Adolescent and Adult inpatient units: Required one patient per room, when out of room must wear mask, all admissions are tested for COVID-19, 3x/ day vitals, modified doors so that positive patients can be separated from rest of population</li> </ul>	<p><b>Phone: 630-933-1600</b></p>
<p><b>Northwestern Medicine - Delnor</b></p> <p>Does not have an inpatient center but PHP programs are also virtual at this location</p> <ul style="list-style-type: none"> <li>• In-person adolescent and adult PHP programs to resume shortly</li> </ul>	<p><b>Phone: 630-208-3000</b></p>

## MENTAL HEALTH SERVICES

### Aunt Martha's

#### A Statement About Visitors:

- Pediatric Patients can bring one parent or guardian.
- Adult Patients requiring assistance are allowed to bring one caregiver during visit.
- All others please wait in your vehicle if possible.

#### Updated Protocols:

- Requesting our patients, who have symptoms and/or expressing concern of coming in contact with COVID-19, check their symptoms with the Symptoms Checker ([https://www.auntmarthas.org/covid19\\_symptom\\_checker/](https://www.auntmarthas.org/covid19_symptom_checker/)) or call us at 877-692-8686 and ask to see if a telehealth visit is appropriate for you.
- Screening all patients for possible exposure to COVID-19 and implementing clinical protocol to allow us to quickly isolate anyone experiencing potential coronavirus symptoms.
- Encouraging our patients to not walk-in, but to contact our main number (877-692-8686) to assist in getting the care they need.
- Changing our schedule and hours to minimize the exposure.
- Taking the temperatures of our medical staff prior to the start of their shift and patients coming for appointments/walk-ins.
- Cleaning high-touch surfaces frequently throughout the day and deep cleanings overnight.
- Re-educating our staff on proper hand washing and respiratory etiquette.

Installing plexiglass guards, or barriers, at the reception areas of all of Aunt Martha's health center locations.

**Phone:** (877-692-8686)

#### Website:

<https://www.auntmarthas.org/telehealth/>

At this time, we are offering Telehealth as an option for certain types of behavioral health and sick visits. Please call the Contact Center (877-692-8686) to discuss your symptoms so that we can determine whether a Telehealth or in-person visit is needed.

Currently, the majority of the telehealth visits are via a secure telephone line. The small number of telehealth visits that are via video-conference are also through an encrypted, HIPAA-compliant, video-conferencing platform.

Since the advent of COVID-19, insurance plans have been expanding their Telehealth coverage. Contact your insurance company for specific information about your plan's coverage.

## MENTAL HEALTH SERVICES

### Centennial Counseling Center

#### UPDATE 06/01/2020

- As essential healthcare workers, Centennial Counseling Center has provided ongoing therapy to individuals in need of mental health care and support since March 2020.
- Therapists have primarily engaged in telehealth counseling to assist people who desired treatment while remaining sheltered in their home. On Friday May 29th, the state of Illinois moved into Phase 3 of the Reopening plan which enabled individuals to have greater freedom to leave home to participate in a variety of activities in our community.
- Centennial Counseling Center will continue following the Department of Public Health guidelines to maintain a safe and predictable environment. Individuals who enter our buildings are asked to join with our staff in wearing masks in common areas (hallways, waiting rooms) and will make decisions whether they wear masks in offices where 6 feet of social distancing can be maintained from their therapist.
- Also, clinical and support staff will be cleaning couches, chairs, solid surfaces, and door knobs on a regular basis between appointments.
- Hand sanitizers and other cleaning supplies will be available for clients and staff to prepare for sessions that are beginning or to prepare for leaving the buildings.
- At this time, quite a few health insurance companies have continued to provide coverage for telehealth counseling from home. Even though the state of Illinois is experiencing greater freedom to leave home, you can continue to engage in therapy in the same manner you have for the last two months.

**Phone:** (630-377-6613) for St. Charles location

**Website:**

<https://www.centennialcounseling.com/>

If you have questions or are interested in beginning therapy, please reach out to our support staff. For individuals currently involved in therapy, please reach out to your therapist to discuss the questions you have.

### Creekwood and Associates

**Phone:** (630-377-1414)

**Website:**

<https://www.creekwoodassociates.com/>

## MENTAL HEALTH SERVICES

### Debbie Carsten, MSW, LCSW

- My online work with clients is the most efficient, effective, and convenient means to lasting change.
- HIPPA compliant Teleheath services are now available and are covered by Cigna, BCBS and Medicare through the end of 2020.

INTRO PACKAGE for NEW CLIENTS: \$400 for 4 sessions, including a 90 minute assessment and weekly supplements for work at home.

**Phone:**(630-999-8151)

To leave a voicemail OR Cell (630-740-4500) or find me on Facebook at [https://www.facebook.com/LivingYourInspiration/?modal=admin\\_todo\\_tour](https://www.facebook.com/LivingYourInspiration/?modal=admin_todo_tour)

**Website:** <https://www.debbiecarsten.com/>

Receive Counseling in the Comfort of Your Own Home- HIPPA compliant Telehealth services are now available.

### Ecker Center for Mental Health

In an effort to keep our Ecker Community safe, all walk-in new client intake will be suspended until further notice. The majority of other appointments will be delivered telephonically. If this change impacts you, you will be notified by one of our team members. Please refrain from coming to the agency if you do not feel well or have a risk factor for COVID-19. Ecker staff will return client phone calls as quickly as possible as call volume is unusually high at this time.

**Phone:** (847-695-0484) ext. 1898

**Website:** <https://eckercenter.org/news/>

Ecker Center is a proud partner of the Illinois Call4Calm Text Line Service. Text "TALK" TO 552020 (or "HABLAR") for Spanish. The Illinois Call4Calm Text Line is not a crisis hotline, but is a source of support for anyone experiencing stress and in need of a listening ear. We are here to serve you.

## MENTAL HEALTH SERVICES

### Family Counseling Service

- Telehealth offerings
- Family Counseling Service’s psychiatric medication providers and other counseling professionals are available to see clients for virtual, or “telehealth” sessions.
- Telehealth sessions are video appointments that are conducted online via our secure platform. All you need is a smartphone, tablet, or computer with an internet connection. Just like appointments in-person, it’s just you and your behavioral health provider having a discussion. While it sounds a little intimidating, most clients find it to be just as helpful as face-to-face appointments.
- We accept almost all major insurances, including Medicaid, Medicare, Blue Cross Blue Shield, Cigna, Humana, and others.

If you or someone you know is struggling right now and would benefit from psychiatric medication or one of our other services, just go to <https://aurorafcs.org/telehealth-services/> and a member of our team will be in touch with you right away. No commitments, no promises. We’ll answer your questions and either get you with an FCS provider or point you in the right direction for help.

**Phone:** (630-844-2662)

**Website:** <https://aurorafcs.org/telehealth-services/>

### Horlock Therapeutic Counseling

Horlock Therapeutic Counseling offers a variety of treatment modalities including visits in the office, over the phone and through video sessions. When needed or desired, in-person visits are occurring and we are working on maintaining the health of all individuals who enter the office. Teletherapy sessions have been covered by all insurance companies that we are contracted with as well and provides for effective treatment from the safety and comfort of your home.

**Phone:** (630) 464-4104

**Website:** [horlocktherapeuticcounseling.com](http://horlocktherapeuticcounseling.com)

106 W. Wilson St., Suite 10L  
Batavia, IL 60510



## MENTAL HEALTH SERVICES

### **JKruise Therapy Services, LLC**

\*In response to the Coronavirus health pandemic, Governor Pritzker issued an executive order that requires every health insurance provider cover all forms of telehealth for mental/behavioral health treatment. Services may be provided by any psychologist, social worker, or mental health provider. Due to a waiver issued by the federal office of civil rights, acceptable technology formats now extend beyond those that are HIPAA-compliant (i.e. cell phones, FaceTime, Skype, etc). Furthermore, insurance companies may not require prior authorization that is deemed unnecessary, impose additional limitations on treatments, or impose cost-sharing requirements. \*

We will check insurance benefits if clients choose to use this way of meeting. As always, please feel free to call your insurance to check and ask me if you have any questions, especially related to out of network coverage. If you happen to have an out-of-state plan, you may want to call your plan to verify coverage.

As a long-time 'digital mental health' provider and proponent, we are happy to share that telehealth can be used for a diverse range of beneficial treatments, including CBT, mindfulness-based approaches, EMDR (in some cases), relaxation and stress management (including hypnosis and guided imagery), virtual reality for mental health, and even biofeedback and neurofeedback.

If you are interested in any of these options, and/or if you also already have any of your own equipment, such as a MUSE neurofeedback band, EmWave from Heartmath, temp sensor, or VR device (such as an Oculus Go), please let us know.

**Phone:** 202-996-0391

**Website:** <https://jkrusetherapy.com/>

117 Flinn Street  
Batavia, IL

### **Kane County Mental Health Council**

This alliance is dedicated to improving mental health services for children, adults, and families in their communities. The alliance formed in response to community demand, and to the findings of the Kane County Health Department's IPLAN (Illinois' Project for Local Assessment of Needs).

**Phone:** 630-208-3140

**Website:** <https://www.wesupportmentalhealth.org/>

**Email:** [isaacsonmichael@co.kane.il.us](mailto:isaacsonmichael@co.kane.il.us)

1240 N Highland Avenue  
Aurora IL 60506

## MENTAL HEALTH SERVICES

### Jody Kanikula, Clinical Social Worker

Specializes in in-home Senior Care

**Phone:** (630) 482-9182

**Email:** [kanikulajody@gmail.com](mailto:kanikulajody@gmail.com)

### Kuhn Counseling Center, PC

At Kuhn Counseling, we are doing our best to keep up with the changing social distancing COVID-19 regulations. We realize the importance of your mental health during this time. Our therapists are still seeing clients, in the office and via telehealth. Please contact our office or your therapist directly! We have updated our in-office procedures to the following:

- Please wait in your car until your therapist calls you to come in for your appointment.
- If your child/adolescent has an appointment: Please wait in your car after the therapist update for the duration of the appointment or come for an update at the end of the session.
- Please do not bring any additional visitors or family members that are not essential to the appointment. Siblings or other family members should remain at home or in the car.
- If you are feeling ill, please stay home and contact your therapist for telehealth.
- To keep in compliance with social distancing, we want to keep the waiting room as clear as possible. Waiting in the car before your appointment or during your minors' appointments will help us to keep the offices as sanitary and healthy as possible.

As always, we are here to help you get through these troubling and stressful times. Do not hesitate to contact us!

**Phone:** 630-879-1091

**Website:** <https://kuhncounselingcenter.com>

1001 E. Wilson Street, Suite 180  
Batavia, IL 60510

## MENTAL HEALTH SERVICES

### **Prairie Wellness Counseling Center, P.C.**

Now Offering: Telemedicine and in-person counseling sessions

We are experiencing a challenging time. It is important to know that you are not alone. The experienced staff at Prairie Wellness is here to help you navigate the feelings that come with this time of uncertainty. We continue to offer counseling to children, adolescents, adults, couples and families.

We are offering remote telemental health sessions. These are sessions where you can meet with a counselor without leaving your home. These are covered by most insurance plans, contact us with specific questions about your.

Our offices have also been thoroughly cleaned and are ready for those well enough to meet in person.

**Phone:** (630) 715-5740

**Website:** <https://prairiewellness.org/>

12 W. Wilson Street  
Batavia, IL 60510

**Please contact us at [info@prairiewellness.org](mailto:info@prairiewellness.org) or call/text 630-715-5740 with questions or to schedule.**

### **Riverview Counseling Services**

Telehealth Now Available! Access our same great therapists and our same great services from the comfort and safety of your home.

**Phone:** (630-587-3777)

**Website:** <https://riverviewcounselingservices.com/>

13 E. Wilson Street  
Batavia, IL 60510

## MENTAL HEALTH SERVICES

### Red Tail Clinical Counseling

- BCBS of Illinois is picking up all the copays and deductibles for fully funded plans for telehealth through 6/30/2020! Many of the self-funded plans are following suit with this too, but not all.
- With this information in mind, **we are going to stay telehealth through the end of June** for people so they get the most out of their benefit. If for some reason a client(s) needs in person services this will be accommodated on a person to person basis; thus, it is not out of the question. But because telehealth hasn't slowed anyone down we are going to continue due to the current insurance climate. If this changes for some reason it will be revisited as appropriate.
- BCBS has approved telehealth coverage through the end of 2020 and has also stated that they think this is a great benefit for folks and are looking at creating a permanent billing code. I have (and clients have too) grown to like and enjoy telehealth for many reasons. Moving forward in the practice this will be a permanent part of what will be an ongoing option for all clients.
- The telehealth platform is straightforward, HIPAA compliant and easy to use! It will allow patient care to continue relatively uninterrupted.

Existing or new clients please know that I am here and accessible. Just reach out.

**Phone:** (224) 366-7793

**Website:**

<https://www.redtailclinicalcounseling.com/>

515 N. River Street  
Batavia, IL

## MENTAL HEALTH SERVICES

### Shifa Therapeutics LLC

We have availability within 1 to 3 weeks for new patients and are available to assist you and your loved one in the recovery process. During this troubling time, we are offering TELEHEALTH appointments to meet our patients' needs and ensure safety for everyone.

- At Shifa Therapeutics LLC we have implemented protective measures to ensure every patient, visitor and staff member is safe while in our office.
- All patients have the choice to have their appointment as a telehealth video appointment or as an in-office appointment
- We are accepting new patients as we do not want anybody to be delayed the treatment they need during these difficult times.
- We have increased office cleaning and disinfecting.
- The office offers 3 waiting areas allowing for all visitors to safely practice the recommended social distancing guidelines.

All office visitors are required to have a face mask on - we encourage everyone to bring their own face covering but will happily provide one if you do not have one.

**Phone:** (630-397-8347)

**Website:** <https://www.shifatherapeuticsllc.com/>

**SENIOR SERVICES ASSOCIATES** is serving as a pass-through for this important information; this list was not written by their staff. Information subject to change

**24hr Emergency: (800-339-3200),**

**Main Office in Elgin: (847-741-0404)**

**Website: <https://seniorservicesassoc.org/>**

### Shopping Hours for Vulnerable Populations

<b>ALDI</b>	8:30am on Tuesdays and Thursdays; the first hour is reserved for vulnerable shoppers
<b>Caputo's</b>	Tues/Weds/Thurs, 6:00am – 7:30am, for seniors and immunocompromised
<b>Costco</b>	Tuesdays and Thursdays, 8:00am – 9:00am
<b>County Market</b>	6:00am – 8:00am
<b>Dollar General</b>	First hour of operations daily dedicated to seniors; closing an hour earlier to clean
<b>Food 4 Less</b>	Senior citizen shopping is designated for Tuesday/Friday, 7:30am – 8:00 am
<b>Heinen's</b>	8:00am – 9:00am daily
<b>Illinois Valley Food &amp; Deli</b>	7:00am – 9:00am, 7 days a week for elderly and immunocompromised
<b>Jewel-Osco</b>	Priority shopping on Tuesdays and Thursdays, 7:00am – 9:00am
<b>Kroger</b>	7:00am – 8:00am, Monday through Thursday
<b>Local Market Foods</b>	6:00am – 7:00am daily
<b>Mariano's</b>	6:00am – 8:00am daily
<b>Meijer</b>	Tuesdays and Thursdays from 7:00am – 8:00am
<b>Pete's Fresh Market</b>	7:00am – 8:00am Monday through Friday
<b>Shop &amp; Save Market</b>	6:00am-7:00am daily
<b>Sunset Foods</b>	7:00am – 8:00am
<b>Target</b>	First hour each Wednesday; closing at 9:00pm daily so stores to replenish/deep clean
<b>Tony's</b>	Tuesdays and Thursdays, 7:00am – 9:00am
<b>Trader Joe's</b>	Until further notice, stores will be open from 9:00am until 7:00pm
<b>Walgreens</b>	8:00am – 9:00am on Tuesdays
<b>Walmart</b>	Hour-long senior shopping every Tuesday, including pharmacies and Vision Centers
<b>Whole Foods</b>	Serving seniors one-hour before opening to the general public
<b>Valli Produce</b>	Tuesdays and Thursdays, 6:00am – 8:00am for seniors, beginning March 31

**SENIOR SERVICES ASSOCIATES** is serving as a pass-through for this important information; this list was not written by their staff. Information subject to change

- In the interest of public safety regarding Coronavirus, and as an effort to reduce group events, Senior Services is cancelling all Senior Center activities until further notice. Each of our offices will remain open during regular business hours (8 am- 4 pm / Mon-Fri), if you have questions or needs.
- For the safety of all involved, we are temporarily suspending in-home visits. Please check in with your senior via friendly phone calls on your regular schedule, or even more often if you have time available. If you would like to help out in any way, you can offer to drop off pharmacy or grocery supplies at their front door.

## VARIOUS SERVICES

### 2-1-1:

- If you need services in Kane County during this taxing time call 2-1-1. Live specialists are on hand 24 hours a day, 7 days a week to discuss your needs and concerns and connect you to a wide range of local and state-wide resources.
- This includes food, shelter, help with aging parents, legal assistance, domestic abuse and much more. This also includes the most accurate and up-to-date information regarding the Coronavirus from our most reliable and trusted local and national experts. Calls are confidential and help is available in over 150 languages.

**Phone:** 2-1-1 (24/7)

**Toll-free:** 888-865-9903

**Website:** [www.findhelp211.org](http://www.findhelp211.org)

**Kane County 2-1-1**  
Get Connected. Get Answers.

★ Call 2-1-1 ★  
**It's Easy and Free**

- Get needed answers
- 24 hours a day
- 7 days a week
- Get on the right track
- Strictly confidential

**United Way**

**Kane County 2-1-1**  
Get Connected. Get Answers.

United Way 2-1-1 can put you in touch with organizations ready to help you with:

- Emergency Shelter
- Food Pantries
- Day Care
- Rent or Utility Assistance
- Elderly Care
- Mental Health Services
- Employment
- Health Resources
- Educational/Vocational Training
- Disability Resources
- Drug/Alcohol Rehabilitation
- Domestic Abuse
- Counseling
- Disaster Recovery

Alternate toll-free: 888-865-9903  
[www.findhelp211.org](http://www.findhelp211.org)

### Association for Individual Development (AID)

- Telehealth services are now available
- All group services provided by AID staff will be SUSPENDED as of 3/18/2020 (i.e. mental health groups, Community Day Services)
- All AID locations CLOSED to the general public as of 3/18/2020.
- All Day Programs (Thompson Center-Aurora, O'Shea Center-Elgin, the Batavia Center, Yorkville Center, all STARS Locations and the Keeler Center-Aurora) are CLOSED until at least April 15 (likely to be extended).
- Community Day Services will continue to be CLOSED, staff will continue to work, on-site and remotely as scheduled.

**Phone:** 630-966-4000

**Website:** [www.aidcares.org](http://www.aidcares.org)

**Telehealth Phone Number:** 877-243-0001 OR

**email:** [info@AIDcares.org](mailto:info@AIDcares.org)

- AID Crisis Line of the Fox Valley: 630-966-9393 Available 24 hours a day, 7 days a week
- Any AID BH client who has an appointment (psychiatric or therapy) and wishes to reschedule their appointment or arrange to receive remote services via phone or other means should call (630-966-4302).

### CDC Information on COVID-19

**Website:** multiple languages  
<https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html>

**YouTube:** Playlist for individuals who use American Sign Language  
<https://www.youtube.com/playlist?list=PLvvp9iOILTQatwnqm61jqFrSfUB4RKh6J>



## VARIOUS SERVICES

### Changing Children’s Worlds Foundation

Our dedicated team and partners are working hard to support the Parents, Youth & Children we serve in our communities, through New Virtual Programming.

**Phone:** 630-909-9411

**Website:**

<https://www.changingchildrensworlds.org/>

### CHIP IN Batavia

#### C.H.I.P. I.N. - Community Helpers Impacting People In Need

Supports students of BPS District 101 who find themselves in temporary housing situations and to support them while they are transitioning to permanent housing and to ensure that students who are facing poverty can be successful in school. To support students in BPS District 101 who are in low income families and have a difficult time with basic needs.

**E-mail:** [chipinbatavia@gmail.com](mailto:chipinbatavia@gmail.com)

**Website:** <https://www.chipinbatavia.org/>

P.O. Box 1003  
Batavia, IL 60510

Co-Chairs: Joanne Spitz and Melinda Kintz

### Community Crisis Center, Inc.

- Due to the current COVID-19 restrictions - WE ARE NOT ABLE TO ACCEPT DONATIONS AT THE DOOR.
- Other ways to donate right now are on Amazon, donations can come directly to us through them. Choose Community Crisis Center, Inc. when shopping at smile.amazon.com, and charitable donations quickly add up!
- Please note that although our physical sites may not be available to provide in-person support, we are making every effort to provide telephone services.
- The Community Crisis Center building is physically closed; however, we are still sheltering some clients and we are providing therapy and counseling services over the phone.

**Phone:**

CRISIS HOTLINE: 847-697-2380

EN ESPANOL: 847-697-9740

AIP office: 847-622-8888

**Website:** <https://www.crisiscenter.org/>

- If you are experiencing an emergency, please call 911.
- To speak with a case manager, call our 24-hour hotline at 1-847 697-2380
- Our AIP Program office is closed. Staff are working remotely but are able to do limited phone counseling. Please call our AIP office (847-622-8888) and leave a message. We are checking this number multiple times a day.

### Food Delivery for Seniors

**Meals on Wheels** (Senior Services Associates):  
630-879-4035

**Local Salvation Army Drive Up Food Pantry:**  
630-377-2769

**Northern Illinois Foodbank:**  
630-443-6916

## VARIOUS SERVICES

### Fox Valley Hands of Hope

Although the FVHH Support Center is currently closed for the safety of our community, we are still continuing to remain connected to our clients and supporters as best we can. If you have an inquiry about any of our services, please do not hesitate to contact [info@fvhh.net](mailto:info@fvhh.net) and we will be in contact with you!

**Phone:** 630-232-2233

**Website:** <https://www.fvhh.net/>

**Email:** [info@fvhh.net](mailto:info@fvhh.net)

200 Whitfield Drive  
Geneva IL 60134

### Gateway Foundation

- Our medical and nursing staff have been screening and monitoring every patient in our care.
- Any new referrals are screened prior to admission and at the time of arrival at the facility.
- We have instituted “stay- at-home” policies across our entire workforce for any staff that is ill or has had either direct or indirect contact.
- We are virtualizing all of our outpatient services.
- Gateway Foundation offers virtual addiction treatment on-line, in the comfort of your home. Utilizing our Telehealth platform, participants see and engage with our therapists and other participants in the group. Topics include co-occurring disorders, relapse prevention, addiction therapy, mindfulness, and creative recovery.
- Medication-Assisted Treatment (MAT) is available as well.
- All Gateway Foundation facilities have been deep cleaned and stocked with needed supplies.
- Visits from families and all outside partners have been suspended until further notice.
- If we find a patient with fever, we have the capability to test for COVID19 with our local lab.

**Phone:** 877-379-9078

**Website:** <https://www.gatewayfoundation.org/>

- Most insurance plans pay for Gateway Foundation’s virtual outpatient sessions. For more information about getting started today, please call 877-505-HOPE (4673)
- All of our alumni have been offered daily virtual meetings and our “GatewayConnect app” to engage in alumni activities and on-going support.
- Within our residential treatment programs, we are providing treatment in smaller groups and making other modifications to reduce the size of gatherings.

## VARIOUS SERVICES

### Greater Elgin Family Care Center

- We are pleased to announce that Greater Elgin Family Care Center is launching Virtual Visits!
- GEFCC has provided Virtual Visits for psychiatry patients for years. Now, Greater Elgin Family Care Center is expanding Virtual Visits to our medical and general behavioral health patients as well!
- Virtual Visits can be for psychiatry and behavioral health, outpatient therapy, counseling, and insomnia.
- Please note, if you are a new patient, you cannot be seen by a GEFCC practitioner through a Virtual Visit.
- Virtual Visits are available for patients with and without insurance and are the same price as a face-to-face visit in one of our Health Centers.
- Greater Elgin Family Care Center's sliding scale discount is available for eligible patients who are seen by a GEFCC practitioner via a Virtual Visit. Amounts due from a patient after application of GEFCC's Sliding Fee Scale and amounts due from patients with insurance who have an insurance co-pay, will be collected by our Billing Department through a follow up phone call.

**Phone:** (847-608-1344)

**Website:** <https://gefcc.org/>

Information available in Spanish at <https://gefcc.org/2020/04/virtual-visits-now-available/>

## VARIOUS SERVICES

### Lazarus House

- currently is working with a reduced staff to minimize risks to our vulnerable population
- was unable to comply with social distancing restrictions due to space constraints and therefore moved our Emergency Shelter guests to hotel rooms.
- Lazarus House is still providing shelter, food, case management and connection for our guests
- is continuing to house our guests on-site in our Transitional Living program
- is anticipating difficulties for our Homeless Prevention clients in paying their rent portions due to lay-off and job losses, which will cost more in our subsidies to help these individuals and families stay in their homes
- anticipates a strain on our consumable supplies, food delivery, staffing and an increase in budget costs due to compliance with CDC mandates and the extended shelter in place order
- We are unable to accept non-essential donations at this time to help prevent the spread of the virus.
- Essential Urgent Needs:
  - Disinfectant Wipes
  - Latex Free/Nitrile Gloves – size Large
  - Cases of Bottled Water
  - Face masks
  - To deliver your contribution in person, please go to our donation entrance on 3rd Street, on the west side of the building between the hours of noon and four pm. Ring the bell and staff will accept at the doorway.

### Phone:

(630-587-2144)- Main Number, Emergency Shelter, and center for Transitional Living  
 (630-587-5872) -Rent/Utility Assistance

Phones are generally answered 24/7 on the main number. However, in rare instances, you may need to leave a voicemail. Please state your name, phone number, city you reside in, type of assistance you are seeking, and the best times to reach you.

### Website:

<https://lazarushouse.net/covid-19-updates/>

### Family Service Association of Greater Elgin (FSA)

FSA staff is set-up to work remotely allowing us to continue providing care for our families. We are here and we are 100% operational. We know people are struggling right now.

**Phone:** (847-695-3680)

**Website:** <https://www.fsaelgin.org/>

## VARIOUS SERVICES

<p><b>Mid-Valley Special Education Cooperative</b></p>	<p><b>Phone:</b> (331-228-4873)</p> <p><b>Website:</b> <a href="https://www.mvse.org/">https://www.mvse.org/</a></p> <p><b>Information on Remote Learning:</b>  <a href="https://core-docs.s3.amazonaws.com/documents/asset/uploaded_file/660630/Mid-Valley_Special_Education_Cooperative_Remote_Learning_Plan_.pdf">https://core-docs.s3.amazonaws.com/documents/asset/uploaded_file/660630/Mid-Valley_Special_Education_Cooperative_Remote_Learning_Plan_.pdf</a></p>
<p><b>NAMI</b></p>	<p><b>NAMI COVID-19 Resource List:</b>  <a href="https://www.nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus/COVID-19-Updated-Guide-1.pdf?lang=en-US">https://www.nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus/COVID-19-Updated-Guide-1.pdf?lang=en-US</a></p>
<p><b>NAMI KDK</b></p> <p>We have moved our programs and events online for the time being in response to COVID-19. Check out our Informed Consent, and Zoom Instructions to join us! NAMI Illinois also has support groups they are currently offering.</p> <p>Check out their website <a href="https://namiillinois.org/">https://namiillinois.org/</a>.</p>	<p><b>Phone:</b> (630-896-6264)</p> <p><b>Website:</b>  <a href="https://www.namikdk.org/Projects/Responses-to-COVID-19">https://www.namikdk.org/Projects/Responses-to-COVID-19</a></p>
<p><b>NAMI Illinois</b></p>	<p><b>NAMI Help Line:</b> (800) 950-6264  Monday-Friday, 9:00 a.m. to 5:00 p.m.</p> <p><b>Website:</b> <a href="https://namiillinois.org/">https://namiillinois.org/</a></p>
<p><b>Open Door Health Center of Illinois</b></p> <ul style="list-style-type: none"> <li>• If you develop shortness of breath or difficulty breathing, you need immediate medical attention. Please call your doctor's office for advice rather than walking in to the clinic. We are doing telephone visits and may also be able to provide video visits depending on availability of equipment.</li> <li>• We have suspended routine appointments to minimize exposure risk, but the Elgin and Aurora Open Door Health Centers are open to address any and all issues by phone.</li> </ul>	<p><b>Phone:</b> Main Office in Elgin (847-695-1093)</p> <p><b>Website:</b> <a href="https://odhCIL.org/">https://odhCIL.org/</a></p>

## VARIOUS SERVICES

### TriCity Family Services

- Our lobby is closed to visitors and walk-in clients.
- While most of our staff are working remotely, the executive director and management team are continuing to maintain smooth business operations.

**Phone:** (630-232-1070)

**Website:** <https://www.tricityfamilyservices.org/>

- New clients seeking services should call the main office at 630.232.1070 and leave a message for our intake coordinator to contact callers directly.
- Existing clients seeking teletherapy sessions, video and phone, or needing to get a hold of their therapists, should call the main office at (630-232-1070) and leave a message.

### Tri City Health Partnership Medical and Dental Clinic

- We will not be accepting any new patients for the immediate future. Check <https://tchpfreeclinic.org/> for updated info.
- No walk-in's will be accepted. Please call the clinic to speak to someone about scheduling an appointment.
- If you are a current patient and unable to leave your home, but need your medication, call the clinic for options.

**Phone:** (630-377-9277)

**Website:** <https://tchpfreeclinic.org/>

### VNA Healthcare




















**Phone:** (630-892-4355)

**Website:** <https://www.vnahealth.com/>

Seeing patients in person, by phone and through telemedicine video calls. Call (630-892-4355) or (847-717-6455) to set up an appointment

## APPS

### APP STORE & GOOGLE PLAY

 <p><b>Calm Harm</b> (self-harm prevention)</p>	 <p><b>Clear Fear</b> (for anxiety)</p>	 <p><b>Waking Up</b> (for mindfulness)</p>	 <p><b>Calm</b> (for mindfulness)</p>
 <p><b>Youper</b> (for mindfulness)</p>	 <p><b>Stop, Breathe &amp; Think</b> (for mindfulness)</p>	 <p><b>Headspace</b> (for mindfulness)</p>	 <p><b>Insight Timer</b> (meditation/ mindfulness)</p>
 <p><b>Daylio</b> (mood tracker)</p>	 <p><b>Recovery Record</b> (for eating disorders)</p>	 <p><b>My3</b> (for suicide prevention)</p>	 <p><b>Virtual Hope Box</b> (coping skills)</p>
 <p><b>Sanvello</b> (stress reliever)</p>	 <p><b>Sober Sidekick</b> (substance abuse recovery)</p>	 <p><b>Sober Grid</b> (substance abuse recovery)</p>	
APP STORE		GOOGLE PLAY	
 <p><b>Recovery Box</b> (substance abuse recovery)</p>	 <p><b>Pause: daily mindfulness</b></p>	 <p><b>Recovery Path</b> (substance abuse recovery)</p>	 <p><b>12 Step AA Toolkit</b> (substance abuse recovery)</p>

## WEBSITES

<p><a href="https://www.kanehealth.com">https://www.kanehealth.com</a></p>	<p>Information for:</p> <ul style="list-style-type: none"> <li>• where testing sites are</li> <li>• caregivers</li> <li>• businesses</li> <li>• school district distribution</li> <li>• emergency childcare for communities &amp; providers</li> </ul>
<p><a href="https://psychhub.com/covid-19/">https://psychhub.com/covid-19/</a></p>	<p>Mental health COVID-19 resources</p>
<p><a href="https://www.wesupportmentalhealth.org">https://www.wesupportmentalhealth.org</a></p>	<p>resources from this website are included in this list</p>



To receive paper copies of this document or to get more information about this group, contact Mary Anne Callahan at [mcallahan@kuhncounselingcenter.com](mailto:mcallahan@kuhncounselingcenter.com)

