



Connections Program After-Hour & Weekend Support

All family therapists and supervisors carry OCP cell phones and are available to support you if you are having trouble with your child outside of your regularly scheduled meetings. We encourage you to call as soon as problem behaviors start and you'd like support. If you wait until your child is in a full blown tantrum to call, it is difficult to do any teaching with your child and our focus will be on minimizing harm and getting your child calm. We want to catch problems early and help your child calm down and start to cooperate at the first sign of trouble.

In order to connect you with a trained therapist, we recommend you take the following steps:

During business hours (Monday-Thursday 9am-6 pm, Friday 9am-5:30pm):

1. **First text/call your family therapist.** Leave a detailed message about the nature of your problem and the best number to reach you. Your family therapist may be in an appointment or out of the office. If you do not hear back in a reasonable time period, proceed to step 2.
2. **Contact OCP reception at 541-743-4340 and ask to be connected with an Outpatient Supervisor.** Our reception staff may ask you for the name of your child or a brief description of the nature of the problem so they can connect you with the appropriate staff member.

Outside of business hours (before 9am, after 6pm, on weekends or holidays):

1. **Call Connections After-Hours Support Line at 541-246-2400.** Leave a detailed message about the nature of your crisis and a number to reach you. The on-call therapist will call you as soon as possible. After hours calls are to manage specific situations and will be targeted to problem solve quickly. More time will be devoted to the situation during your next scheduled Family Therapy session.



OCP Family Therapy Services

OCP's Connections Program is excited to work with you and your child to address behavioral concerns and build upon your family's strengths to meet your treatment goals. Our family therapy model is informed by Parent Management Training- Oregon (PMTO), and is based on 40+ years of research. We believe that caregiver involvement is crucial in achieving desired outcomes in your child's behavior. You are your child's best advocate and teacher, so we require that caregivers actively participate in their child's counseling by meeting and communicating with your family therapist regularly. Information gathered during weekly meetings with you assist your Family Therapist in developing meaningful session plans and sharing information with your child's therapist or skills trainer.

Connections therapists have the pleasure of working with many families each week, and our schedules are often crowded. We understand that from time to time, barriers arise that prevent you from making a scheduled appointment. If you need to cancel your scheduled appointment, we ask that you communicate with your family therapist via phone or text a minimum of 24-hours in advance. This advanced notice increases the likelihood your therapist can schedule to meet with another client at that time.

If an appointment is cancelled same-day or no shown, we ask that your Family Therapist (FT) to take the following steps:

- Your FT will contact you and attempt to reschedule within the week, if possible. Your FT will talk with you to understand if there are barriers to making scheduled appointments, and work with you to problem solve solutions.
- If there develops a pattern of cancelled or missed appointments, your child's individual therapy or skills training may be put on hold until regular FT meetings can resume. Our services are most effective when combined with caregiver involvement.
- If your FT is unable to reach you, a letter will be sent to your home address. This letter will outline a date by which we need to hear back from you. If we do not hear back within this time frame, we will assume you are no longer interested in services, and your family's case will be closed.

Exceptions to the cancellation policy include emergency, sickness, and unforeseeable events that interfere with scheduled appointment.

Lane County Resource List

Crisis Services & Supports

Youth Crisis Response Team (CRT)	Support to help parents, foster parents, and other caregivers when their child is experiencing a mental health crisis. 24/7/365. <ul style="list-style-type: none"> Families are asked first to contact OCP Program Supervisor or Connections after-hours crisis line. 	1-888-989-9990
National Suicide Prevention Lifeline	24-7, free and confidential support for people in distress, prevention and crisis resources.	(800) 273-8255 (toll free)
Station 7	Emergency shelter, family reconciliation and 24-hour crisis hotline for runaway and homeless youth, ages 11-17	(541) 689-3111
Trevor Life Line	Crisis intervention and suicide prevention services to LGBTQ+ young people under 25.	Call (866) 488-7386 Text START to 678678.
Sexual Assault Support Services (SASS)	Support for survivors of sexual violence and their families	1-844-404-7700 (toll-free) 541-343-7277
Hourglass Community Crisis Center	Adults in need of short-term, mental health crisis assessment and stabilization. 24-7	(541) 505-8426
Womenspace	Support for survivors of intimate partner violence	1-800-281-2800 (toll-free) 541-485-6513
White Bird Crisis Services	24-7 Crisis intervention, referrals to local resources, and after-hours point of contact for local youth experiencing homelessness	1-800-422-7558 (toll free) 541-687-4000

Substance Use

Emergence Addiction and Behavioral Therapies: 1461 Oak St Eugene, OR 97401 (541) 344-2237 (Eugene) - 541-687-9141 (Springfield) - 541-746-4041 Drug Court - 541-342-6987

Looking Glass Adolescent Recovery Program: 20 E 13th Ave Eugene, OR 97401 (541) 485-8448

Center for Family Development: 261 E 12th Ave., Eugene 97401 (541)-342-8437

Adolescent and Family Services (contingency management):

CLA location- (541) 687-2667, OSLC location -541-284-7560

Al-Anon & Alateen: 541-741-2841

Adult Counseling Services

Options Counseling Services	(541) 687-6983
Sexual Assault Support Services (SASS)	(541) 484-9791
Center for Family Development	(541) 342-8437
Lane County Behavioral Health	(541) 682-3608
Center for Community Counseling	(541) 344-0620
HEDCO Clinic at University of Oregon	(541) 346-0923
Christians as Family Advocates- CAFA	(541) 686-6000
Centro Latino	(541) 687-2667

Housing

Housing Authority & Community Services Agency (HACSA:) 541-682-3755 /541-682-4090
Egan Warming Centers: <http://eganwarmingcenter.com/hostsites.html>
Eugene Mission: 1542 W 1st Ave. Eugene, OR 97402 (541) 344-3251
St. Vincent de Paul: (541) 687-5820
Hosea Youth Services: (541) 344-5583

Department of Human Services

Human Services Department: 2885 Chad Dr Eugene (541) 687-7373
Senior and Disabled Services: 1015 Willamette St, Eugene (541) 682-4038
Human Services Commission: 125 E 8th Ave, Eugene (541) 682-3798

Child protective services through DHS:

Adult and Family Services: 2101 W 11th Ave, Eugene (541) 686-7722
Adult and Family Services: 2885 Chad Dr., Eugene (541) 686-7878
Department of Human Services: 1899 Willamette St Eugene (541) 686-7557

Tobacco & Gambling Addictions

Meridian/Emergency Addiction and Behavior Therapies: 1040 Oak St, Eugene (541) 342-6987
Oregon Quit Line 1-800-QUIT-NOW (1-800-784-8669), Spanish (1-800-266-3863)
Prevention Lane: www.Preventionlane.org/tobacco.htm
Oregon Problem Gambling Helpline: 877-MYLIMIT (877-695-4648)
Looking Glass Youth & Family Services: 72 B Centennial Loop, Suite#2, Eugene, (541) 686-2688