

mental health recovery

together



welcome

THOMAS M. WERNERT CENTER

FOR MENTAL HEALTH RECOVERY & SUPPORT

Member Handbook



Welcome New Member!

We are so glad you decided to join Thomas M. Wernert Center (TMWC). We are a safe and welcoming community for adults living with mental illness and other life challenges. Everyone who comes to TMWC is treated with dignity and respect. Much like a clubhouse, TMWC offers opportunities to socialize, receive support, obtain mental health and wellness education, engage in meaningful activities, and have fun.

TMWC exists to offer hope and encouragement through the power of peer support to those who live with mental illness. Those who work at TMWC have a deep understanding of what members are going through and are here to provide emotional support, education, and advocacy.

We believe the activities we offer are important and assist in a member's recovery efforts. A calendar of activities is published each month – you can find it in TMWC lobby, on our website at www.wernertcenter.org, and if you sign up for our newsletter, we can mail it to you.

Because you have voluntarily chosen to join TMWC, you can decide when you want to attend, what programs to participate in, and when you want to leave. We do ask that you check in and out at the front reception desk. This is required for TMWC to qualify for certain funding.

This handbook is created to provide you (and your family or legal guardian) with information on how to be a good member of TMWC. We have outlined some basic responsibilities, rules, and expectations we have of our members and ask that you follow them. If you have any questions after reviewing the handbook, please ask a TMWC employee. We are here to help.

Do You Know Someone Interested in Joining the Thomas M. Wernert Center?

You must be a TMWC member to participate in the many programs, services, and activities we offer. There are several criteria for becoming a member:

- You must be 18 years of age or older.
- Live in Lucas County, Ohio.
- Have a diagnosed mental illness and are receiving mental health services
- Be ready to begin or expand your mental health recovery.

If you, or someone you know, would like to learn more about becoming a member of TMWC, please contact Stacey at 419/242-3000, ext. 105 for more information or to schedule an appointment.

About the Thomas M. Wernert Center

TMWC is part of a broader community of mental health services in Lucas County. We are funded in part by the Mental Health and Recovery Services Board of Lucas County, private contributions, fundraising, and grants. It is important to note that TMWC is not a clinical agency; we do not have doctors, therapists, or community psychiatric supportive treatment providers. TMWC is certified by the Ohio Department of Mental Health & Addiction Services as a Consumer/Peer Operated Service. This certification means that as your peers, we have been where you are and know first-hand the challenges of living with mental health recovery and wellness.



Our Mission

To improve the quality of life for persons living with mental illness by offering hope and peer-driven programs which address recovery through education, advocacy and peer support.

Thomas M. Wernert

The Thomas M. Wernert Center is proudly named for a man who valued and advocated for the power of peer support in an individual's journey of mental health recovery.

For more than 30 years, Tom served as Executive Director of the Lucas County Mental Health Board, during which time he oversaw the creation of mental health centers and drug and alcohol recovery services for Lucas County residents.



Tom was also instrumental in establishing Hospice of Northwest Ohio, Rescue Mental Health Services and the Consumers Union of Lucas County, renamed the Thomas M. Wernert Center for Mental Health Recovery and Support in July 2004.

Tom was married to Rose Anne Wernert and together they had three children. He died in 1999.

General Information

We are happy to have you join TMWC. Here you will find caring, devoted employees; educational programming; fun activities; informative groups, friendly members, and peer support. Recovery is a journey. Thank you for sharing yours with us!

Hours of Operation

Monday through Friday – 9:00 a.m. to 4:00 p.m.

Appointments are required for:

- Computer Lab
- Eigensee Family Fitness Room
- Expressive Arts Program
- Frank W. and Roberta Jane Lynch, MSW Art Studio
- Gardening
- Peer Enrichment Classes

Please be on time for appointments.

In the event you experience a mental health emergency at home, contact your Community Mental Health Center, Zepf Center, or 911, and request a Crisis Intervention Trained (CIT) police officer to respond. Community Mental Health Centers has services available 24 hours a day, seven days a week.

A Renewed Mind	419-720-9274
Harbor	419-475-4449
NPI Respite	419-473-2604
Unison Behavioral Health	419-693-0631
Zepf Center	419-841-7701
Zepf Center Crisis Care Services	419-904-CARE (2273)

About TMWC Employees

Many TMWC employees have personal experience with mental illness and recovery. As peers, we have been where you are and know first-hand the challenges of living with a mental illness. Peer support relationships are different from clinical relationships. They are based on mutual sharing of lived experience with mental illness. This best practice in mental health recovery is described as one peer sharing with another peer how they have been successful on their journey of recovery.

Meet Your Peers

Member Services

Lisa Stewart, PS-MH, Director
Janese Walters, PS-MH,
Coordinator

Peer Supporter

Sarah Berendt, LSW
Kathleen Hunter, PS-MH
Donna Martin-Isard, PS-MH
Lori Mitchell, PS-MH

Activities

Mikaela Meyers, CTRS, PS-MH,
Specialist

Transportation

Marlon Robinson, Coordinator
Rob Cripe, Driver

Advocacy

Stacey Stubblefield, Director

Wellness and Peer Enrichment Program (PEP)

Amy Yarnell, CTRS, Director

Peer Enrichment Program (PEP)

Katie Phillips, PS-MH, Coordinator
Callie Dahnke, CTRS, Specialist
Hayley Wymer, Remote Specialist

Expressive Arts

Neil Powell, BAC, Coordinator

Fitness

Lindsay Graven, Coordinator

Administration

Patricia J. Robb, Executive Director
Tonalee Tucker, Finance/
Operations Director
James Campos, Operations/
Maintenance Assistant
Chloe Szakovits,
Communications Specialist
Jon Weber, Front Desk/Data Entry

Transportation

The Thomas M. Wernert Center offers van or mini bus transportation to its members who attend classes and activities. Members who use TMWC transportation are **limited to no more than three rides each week** so that others may have the opportunity to attend.

If a TMWC vehicle is bringing you to the center, please be ready. Because it is difficult to be exact about the time you will be picked up, we ask that you please be patient while waiting for the driver to arrive.

It is required that you provide 24-hour notice for rides to the center.

Members must contact the transportation office 24-hours in advance of each ride, both coming to TMWC and returning. (Subject to change due to special circumstances.)

To schedule transportation, contact 419-242-3000, ext. 101. Requests may be left on voicemail.



When riding in a TMWC vehicle, we ask that you:

- Please follow the instructions of the driver at all times.
- Seat belts are required at all times. Seatbelt extenders are available for your comfort. Ask for assistance if needed.
- There is no smoking, eating, or drinking in the vehicle.
- Respect the vehicles as if they were your own property.
- Keep conversations friendly and appropriate; treat each other with respect and do not swear or use foul or negative language.
- Do not make any comments or gestures of a sexual nature.
- Do not discuss the use of alcohol or illegal drugs or how to obtain them.
- Do not ask anyone for cigarettes or money.
- Limit personal cell phone conversations while in the vehicle.

If you do not follow these Guidelines while riding in a TMWC vehicle, your vehicle privileges may stop and TMWC Member Restriction & Suspension Policy will be implemented.

No-Show Policy

If you do not show up for your ride and you do not call 24 hours in advance of the class or activity for which you are scheduled, you will be suspended from transportation services.

- 1st Missed Ride: Verbal Warning
- 2nd Missed Ride: 10 Day Suspension from Transportation
- 3rd Missed Ride: 30 Day Suspension from Transportation

You will be notified in writing if / when you are suspended. If you continue to miss rides regularly after being suspended, you will no longer be eligible for transportation services. You are still welcome to attend classes, but will be responsible for your own transportation.

Other Forms of Transportation

- TARPS (free passes)
- TARTA Bus (tokens)
- Taxi Cab
- Friends & Family
- Case Workers

How to Get the Most out of Your TMWC Membership

Make New Friends – Peer support is an important element of recovery.

Daily Activities – along with Peer Enrichment Program (PEP) classes and support meetings, helpful and meaningful activities are added to our program daily. Group activities, meetings, and events are posted on calendars or flyers. We encourage members to be active in everything of interest.

Computer Lab – the lab is available to help members improve basic computer skills, including typing and word processing tutorials. Internet accessibility is available for members to access social media, research helpful resources or personal interests, or play simple games. Using computers to visit sites that contain inappropriate content is prohibited.

Frank W. Lynch and Roberta Jane Lynch, MSW Art Studio – the art studio is a creative space to express yourself in a variety of art forms.





Eigensee Family Fitness Room – enjoy morning stretches or spend time on the machines in the fitness room. Talk with our fitness instructor about your goals – she’s there to help.

Garden – The garden is for everyone to enjoy. You can join the Garden Club or just sit and enjoy the atmosphere.

Friday Afternoon Supper Club – Sharing a meal is the best way to get together with friends. The Friday Afternoon Supper Club is your chance to meet and relax and share fellowship with other members while enjoying a nutritious meal provided by TMWC. (Subject to change.)

Member Lounge – When not participating in a program or activity, members are encouraged to socialize with peers. You can visit with friends, watch a movie, read a book, write in your journal, or work on a favorite hobby in the member lounge.

Recreation Room – Members are welcome to enjoy the games offered in the Recreation Room, including foosball, pool, pop-a-shot, basketball, and more. This is your TMWC – use it to do something you enjoy.

Lunch and Snacks – It is recommended that members who will be at the TMWC over lunch, bring their lunch Monday through Thursdays, and when there are outings – unless otherwise directed. Members are responsible for the safe keeping of their money and their belongings. Most activities at TMWC do not require members to spend money; however, there are snacks and beverages available from vending machines in the dining area.

Newsletter – Be sure to sign up for the TMWC member newsletter. You will find information on activities, outings, educational opportunities, and support groups. The newsletter is a great source of information about what is happening at TMWC.

Comments & Suggestions – We welcome your comments or suggestions on ways we can improve the programs and services TMWC offers. Please discuss your thoughts with an employee or place an anonymous note in the suggestion box at the reception desk.

How to be a Member in Good Standing at TMWC

You are encouraged to be an active participant in TMWC programs and activities. To ensure you receive the most benefits from the services we offer, we ask that you (along with your family or legal guardian or authorized representative if appropriate) become familiar with your responsibilities as a member.

Emergency Information

You must provide TMWC with accurate and complete information, including names of your treatment providers, medications, emergency contact names, and other matters relating to your mental and physical health. This information is confidential and is recorded on a member's Emergency Contact Form (ECF). We ask for this information in the event of an emergency. If 911 is called, we need to provide accurate information about you in order to assist with treatment.

Good Health

Eating right, getting exercise, taking prescribed medications, dental care, and regular visits to your doctor are all necessary to maintaining your health. If you have a cold or are sick, we ask that you stay home so you do not make others ill. If you are having a bad day, seek professional assistance – this may be a day you do not come to TMWC.

Good Hygiene

Personal hygiene is how you care for your body. This practice includes bathing, washing your hands, brushing your teeth, and more. Every day, you encounter millions of outside germs and viruses. They can linger on your body, and in some cases, they may make you sick. If you are sick, you may make others sick (see good health above).

Good Choices

Making good choices for yourself shows your inner strength. We support your right to make your own choices, however, if you are unsure of what those may be, please talk with one of the TMWC employees. We are here to work with you and to explain your options so that you are empowered to make an informed decision.



Peer Enrichment Program (PEP) Educational Opportunities

PEP courses are offered once or twice a year. Check the Peer Connections newsletter calendar for dates and times.

Coping Skills for Diabetes (CSD) is an eight week course that covers diabetes self-care and coping skills for those living with diabetes. Promotes healthy eating and lifestyles.

Exploring Emotions (EE) is a 10 week course that helps increase awareness of a variety of emotions by exploring how outside influences can affect mood. Emphasis on how understanding emotions can help when dealing with mental health symptoms, anger, and with problem solving.

LEP (Leadership Education Program) is a nine-week course on leadership, communications, decision making, self-advocacy, the importance of community involvement, and Robert's Rules of Order for serving on boards. Many graduates of the LEP are elected to serve on TMWC Board of Trustees.

NEW-R (Nutrition and Exercise for Wellness and Recovery) is an eight-week course on information, skills, and motivation to be successful in creating a healthier life and offer first steps towards losing weight.

Peer Support Class is an eight-week course on the importance of peer support in recovery, attitude, communication, healthy boundaries, and the skills needed to be a supporter and advocate.

Mental Health Literacy is an eight-week course on stigma of mental illness, understanding mental health, information on specific mental illnesses, experiences of mental illness, seeking help and finding support, and the importance of positive mental health.

WMR (Wellness Management & Recovery) is a ten-week course that enhances recovery through interactive, fun, and thought-provoking discussion on total health, wellness, and goal setting.

WRAP (Wellness Recovery Action Plan) is an eight-week course that illustrates how to develop a daily recovery plan that shares the key concepts of hope, self-responsibility, education, advocacy & support as a daily part of recovery. A crisis plan is also developed.



Support Programs and Meetings

Check the current calendar for days and times. All meetings are one hour.

Anger Awareness - Every other week

Learn to reduce and eliminate anger through self-awareness, problem solving, self-advocacy, and creating healthy boundaries.

Depression and Bipolar Support Alliance (DBSA) - Every other week

Support for those living with depression and bipolar disorders.

Diabetes Support - Weekly

Examine all aspects of Type II Diabetes, the disease process, its effect on the body, the emotional aspects, and promotes healthy eating and lifestyles.

Dual Recovery Anonymous (DRA) – Twice each week

For those living with both mental illness and substance use disorders.

Grief & Loss Support - Every other week

While every loss is unique, sharing with others who have experienced grief and loss can help those coping with the loss of a loved one.

Living Well - Weekly

Explore issues such as budgeting, saving money, housing inspections, shopping efficiently, cooking on a budget, decision making and emotional wellness.

Men's Peer Club - Weekly

Conversations range from mental wellness and self-care to coping strategies to how to be more assertive, boost self-esteem, and be more positive.

Safe Zone: A Gay/Straight Alliance - Weekly

Innovative approach to creating an inclusive, safe, welcoming environment for all members, regardless of sexual orientation and gender identity.

Schizophrenia Alliance - Every other week

For those living with schizophrenia and related disorders.

Stress Busters - Every other week

Explore different methods for overcoming and living with stress.

Wellness Tools for Recovery - Weekly

Learn recovery activities, coping skills, hobbies and community resources utilized to promote wellness and recovery as part of a daily routine.

Women's Peer Club - Weekly

Conversations range from mental wellness and self-care to coping strategies to how to be more assertive, boost self-esteem, and be more positive.

Additional Activities

Along with Peer Enrichment Programs and Support Meetings, TMWC offers meaningful, daily activities, group outings, and special events. Be sure to check the monthly calendar or the lobby for flyers announcing these activities. Also, see the "How to Get the Most out of your TMWC Membership" section of this handbook for more information.

Rules for Member Participation

- TMWC expects you to attend programs without being under the influence of alcohol or illegal drugs. TMWC reserves the right to ask members who are under the influence to leave the premises.
- Physical violence of any type is strictly prohibited.
- Weapons are strictly prohibited on TMWC premises and while participating in any off-campus activities with TMWC.
- Illegal activity of any type will not be tolerated on TMWC property, including possession of illegal drugs, alcohol, or weapons.
- Abusive and hostile language is not permitted. Members who attend TMWC should expect to be treated fairly and with dignity. Employees will ensure the TMWC remains a safe place that is free of discrimination and where everyone is respected for their individuality.
- Smoking is not permitted inside the building and is allowed only in outside designated areas. TMWC members may smoke tobacco under the gazebo where the red benches, and cigarette containers are located.
- TMWC does not dispense medications. Please plan to take your medications before coming to TMWC.
- Members have the right to their personal property, including cigarettes, money, bus tokens, and other items. Please do not ask other members to borrow these or any other personal items. TMWC is not responsible for any lost or stolen personal items.
- Please do not bring large bags or luggage to TMWC. There is no place to store these items.
- Please show respect for TMWC property. Members are expected to clean up after themselves. This includes properly disposing of trash, placing soda cans in correct receptacles, wiping tables, and tidying up areas after use.

- There are two men's and two women's bathrooms. Please use the facilities responsibly and properly dispose of waste.
- Littering or disposing of cigarette butts on the grounds, walking on grass, misuse of restroom facilities or causing damage to TMWC property is not acceptable. You may be held financially responsible for damage you caused and face criminal charges as well.
- Members have the right to their own personal space while at TMWC. Please do not touch or place hands on another member or an employee.
- Unwelcome sexual advances, request for sexual favors, or inappropriate jokes of a sexual nature are prohibited. Members and employees have the right to be in a safe place where there is no sexual harassment.
- Members are expected to wear appropriate clothing. Shoes must be worn at all times. Clothing that has vulgar or drug related sayings or pictures are not permitted.
- The computer lab at TMWC is available for use by members. Proper care and safety are expected when using computers or other equipment. No outside discs, CDs, DVDs, or other item that may cause a virus are allowed. Not following this rule can result in the loss of your computer use.
- Cell phones are permitted at TMWC; however, we ask that you do not disturb others or a group meeting. It is disruptive to talk loudly on the phone during an activity or in a crowded room. Please step out of the room to a more private area. Do not give your cell phone to others.
- To maintain the confidentiality of members, using your phone device for taking photos, videos, or playing music while at TMWC is not permitted, unless permission is received in advance from TMWC employees. Music or videos may not contain violent or sexually explicit language.

Restriction, Suspension, or Termination of Membership

TMWC reserves the right to restrict, suspend, or terminate membership for those who do not follow the expectations of membership. You have the right to be informed in advance of the reason(s) for any punitive action taken by TMWC, including an explanation of why you are being denied access. Below are some examples of infraction and their consequences. This is not a complete list. TMWC may change, alter, or apply restrictions, suspension, or termination for action other than those listed.

Behavior	First Time	Second Time	Third Time
Loud Arguing	Verbal Warning	1 Day Suspension	1 Week Suspension
Threatening another with harm	1 Week Suspension	1 Month Suspension	6 Month Suspension
Physically acting out against others	3-12 Month Suspension	12-24 Month Suspension	Up to Permanent Ban
Smoking in unauthorized area	Verbal Warning	1 Day Suspension	7-30 Day Suspension
Vandalism of equipment, building, other	1 Month Suspension + Restitution	1 Year Suspension + Restitution	Up to Permanent Ban + Restitution
Use of Profanity	Verbal Warning	1 Day Suspension	1 Week Suspension
Intoxication or under influence of illegal substances (suspected)	Verbal Warning/ Sent Home	1 Week Suspension	1 Month Suspension
Stealing	1-30 Day Suspension + Restitution	1-6 Month Suspension	Up to Permanent Ban
Bullying behavior toward member(s) or peer(s)	Verbal Warning	1-30 Day Suspension	1-12 Month Suspension
Public Displays of a sexual nature	Verbal Warning	1 Week Suspension	1-30 Day Suspension
Unwanted Sexual Advances	Verbal Warning	30 Day Suspension	1-6 Month Suspension

Member Rights

- The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
- The right to service in a safe/humane setting.
- The right to be informed of proposed or current services and the cost of services.
- The right to consent to participate in or refuse any service upon full explanation of the expected consequences of such consent or refusal.
- The right to participate in any TMWC service, regardless of refusal of other services in the past, unless there is a valid and specific reason which precludes and/or requires the member's participation in other services. This reason shall be explained to the member.
- The right to be advised of and refuse to be photographed or video-taped for TMWC publications.
- The right to confidentiality of communications and 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 member or court-appointed guardian of the person of an adult member in accordance with Rule 5122:2-3-11 of Administrative Code.
- The right to be informed in advance of the reason(s) for not being able to attend TMWC or any TMWC sponsored activities off site and to be involved in planning for the consequences of that event.
- The right to receive an explanation of the reasons for denial of service;
- The right not to be discriminated against for any service TMWC provides on the basis of religion, race, color, creed, ethnicity, sex, nationality, age, lifestyle, sexual orientation, physical or mental

handicap/disability, developmental disability, or inability to pay the suggested membership fee;

- The right to be fully informed of all rights.
- The right to exercise any and all rights without reprisal in any form, including continued and uncompromised access to service.
- The right to file a grievance and the right to have oral and written instructions for filing a grievance.

Member Grievance Procedure

TMWC is committed to providing quality services and treating members with dignity and respect. If a concern regarding our services or how you are being treated, TMWC encourages you to talk to an employee about your concerns. If the employee is unable to help or you feel your rights have been violated, please contact the TMWC Client Rights Officer (CRO). The CRO is available to help members resolve concerns informally through discussion. If that is not successful, the CRO will assist you in filing and processing a formal grievance in writing.

- 1) Grievances/complaints may include, but are not limited to allegations of:
 - A) Denial of services.
 - B) Abuse
 - C) Inadequacy of services.
 - D) Discrimination when trying to obtain services.
 - E) Other complaints regarding the manner in which services are offered or delivered.
- 2) The grievance must be in writing. The grievance can be written by the person making the complaint or by the CRO on a member's behalf.

- 3) A grievance must be dated and signed by the grievant or by the person filing on behalf of the member. The grievance should be made within 20 calendar days of the incident/complaint being grieved or reported and should include:
- A) Date
 - B) Approximate time.
 - C) Description of the incident in detail.
 - D) Names of individuals involved in the incident/complaint being grieved or reported.
- 4) TMWC's CRO is available Monday-Friday from 8:00 a.m. to 4:00 p.m. If the CRO is not available at the time of your call, a voice message should be left, and will be promptly returned. A second CRO is available to assist in filing grievances in the event the primary CRO is otherwise unavailable.

The CRO helps members exercise their rights, will assist in filing a grievance, investigates grievances/complaints, and monitors TMWC's implementation of the state administrative code and regulations concerning client rights. The CRO is responsible for explaining any and all aspects of the TMWC's grievance procedure.

The current TMWC CRO is Stacey Stubblefield (419) 242-3000 Ext. 105

- 5) A written acknowledgement of receipt of the grievance shall be provided to each person filing a grievance/complaint within three (3) working days of receipt. The acknowledgement will include:
- A) Date grievance was received.
 - B) Summary of grievance.
 - C) Overview of grievance investigation process.
 - D) Timetable for the completion of investigation, notification of resolution.

6) If member wishes to file a grievance/complaint against the CRO, you may contact TMWC's Executive Director. If you wish to file a grievance against the Executive Director, you may contact TMWC Board of Trustees President by leaving your contact information with the CRO who will forward the information. All information will remain confidential. Upon request, information about any grievance will be provided to other agencies.

If you would rather not file your grievance with an employee of TMWC, you may contact any of the following agencies for assistance.

- Mental Health & Recovery Services Board of Lucas County: 419-213-4600
- Ohio Mental Health & Addiction Services: 1-877-275-6364
- Ohio Legal Rights Service: 1-800-282-9181

7) The CRO will attempt to bring about an early resolution to member's complaint within 20 calendar days from the date of receipt or sooner. The CRO will provide a written summary to member of the resolution once it has been established. If the complaint is not resolved within the allotted time, member will be notified in writing of the circumstances surrounding the delay. Documentation of the written notification will be kept in a Complaint File.

8) If the complaint is not resolved in the initial grievance process, member has the right to a hearing with TMWC's Executive Director. The CRO or advocate of your choice will assist member in preparing for this hearing and will be present with member for the hearing with the Executive Director.

9) If the complaint is resolved during the hearing process, the CRO will prepare a written statement of the resolution that will be signed by the CRO and the Executive Director and provided to the member. Should the complaint not be resolved during the hearing process, the grievance process should be considered with any of the above listed agencies.

Member Safety

What you need to know in case of an emergency.

It is important that you know how to leave the building quickly if necessary. Take time to learn where all of TMWC's exits are located. During an emergency, an employee will direct members to a SAFE AREA of the center. Members are required to remain in the safe area until an ALL CLEAR notice is given by an employee.

Member Illness / Medical Emergency

If a member becomes ill or is hurt, please notify an employee immediately. Do not stand over, near, or circle around the member. Only medical personnel are trained to help and treat an ill person. Go to another area of the center and allow an open-space area for medical personnel and employees. Remain out of the area until an ALL CLEAR is given by TMWC employees.

Acts of Violence

Notify an employee if you witness an act of violence or see a situation escalating. Do not get involved in violent situations. Go to a SAFE AREA and remain there until an employee gives an ALL CLEAR notice.

Equipment / Maintenance Problems

If you see a problem with equipment or other building amenities, please notify an employee. Do not tamper with or try to fix equipment on your own. Stay clear of the area and allow the employee to resolve the issue. Never use items that have been marked Do Not Use.

Fire Alarm / Alert

1. Quickly walk to the nearest exit door and leave the building.
3. Do not pull other members, attempt to carry, push, shout, or run toward people.
4. Do not stay in the building to help others, employees will help those who need assistance.
5. Move to the vacant lot behind the parking lot until everyone is accounted for.
6. Be alert once outside of the building, fire trucks and emergency vehicles will be arriving.

Severe / Threatening Weather

Members should be aware of possible weather conditions prior to coming to the center. Do not come to the center during or under threat of severe weather. In the event that severe weather arises while you are at TMWC, an employee will alert you, giving you time to make arrangement to get home. If the weather is too severe, members will be asked to remain until it is safe for travel.

Know Your Surroundings

Be aware of your surroundings at all times. TMWC is located near downtown Toledo in an area called UpTown. When outside of the TMWC, be aware of your surroundings and people nearby. Join with other members (when possible) to walk to the bus stop, when in the smoking area, or when walking to nearby areas. Always alert an employee if you ever feel unsafe at TMWC.

Safety Tips Outside of TMWC

- **Parking Lot** – TMWC's parking lot is small, with only one entrance and one exit. Be alert for members who are walking, crossing, or standing in the parking lot area.
- **Weapons** – Weapons of any kind are not allowed at TMWC. Report to an employee anyone who talks, shows, or threatens use of a weapon.
- **Emergency services** – At any time when there are emergency activities at surrounding areas, businesses or buildings, we ask that members remain inside TMWC until the situation is resolved.
- **Rides/Transportation** – Do not accept or request rides from other members you do not know well or from strangers in the area. Make sure you have arranged for transportation home from the TMWC before arriving at the TMWC. If receiving a ride home, please have the ride arrive before closing time.

Frequently Asked Questions about TMWC

What type of center is TMWC?

We are a type of community center that provides support and recovery services for people living with mental illness. We are certified by the Ohio Department of Mental Health & Addiction Services as a Consumer/Peer Operated Service. This certification means that as your peers, we have been where you are and know first-hand the challenges of living with mental health recovery and wellness.

Do you have doctors, nurses, or counselors available?

The TMWC does not provide clinical services. We do not have physicians, counselors, or clinicians available at TMWC.

What do I have to do to attend the TMWC?

- You must live in Lucas County, Ohio.
- Be 18 years old or older.
- Have a mental health diagnoses.

Can I come here if I am not signed up with community mental health center?

You must be in the Lucas County mental health system and have a mental health diagnoses in order to attend TMWC.

Do you provide help for substance abuse?

No. There are other agencies with the Lucas County Mental Health and Recovery Services area that provide substance abuse help. Please ask a Peer Supporter for the names of those agencies or refer elsewhere in this handbook.

How much does it cost to attend TMWC?

There is a nominal \$5 membership fee; however, we do not turn away anyone who qualifies to be a member.

Do you have overnight beds?

No. We are a day-time facility.

Can I bring a family member to TMWC? Can they stay with me?

Yes, if it would help you to feel more at ease. We encourage all members to explore opportunities for education, advocacy, and peer support in whatever way works best for them. Family members must be 18 or older.

Do you allow children?

We do not allow children. You must be 18 or older to attend TMWC.

Are there other centers like TMWC in the area?

The Thomas M. Wernert Center is the only program and facility of its kind located in Lucas County.

Are you a community center for seniors?

Although we have many seniors who attend our programs, we are not a senior's only community center. Our members range in age.

Are you open on weekends?

We are not currently open on weekends. Our hours change due to many factors, including weather, holidays, or a pandemic. Please always check the calendar or call ahead before arriving at TMWC.

Can I get a ride to and from TMWC?

Yes. We provide transportation at no cost for those in need. Please discuss the available options with a Peer Supporter.

Do you serve lunches every day?

No. We do have vending machines, but we do not serve a daily lunch. We sometimes serve lunch as part of a special program. Please check the calendar or newsletter for any type of program where we will be serving lunch.

What is the difference between mental illness and developmental disabilities?

Developmental Disabilities are chronic conditions that appear at birth or in childhood, usually before age 22.

Mental illness affects mood, thought processes, or behavior and can happen to anyone at any time in their life. Mental illnesses are treatable.

Can I bring a service animal to TMWC?

No. TMWC has a 'no pets' policy. TMWC follows the guidelines set forth by the American Disabilities Act (ADA) to accommodate any member's service animal. Emotional support, comfort, companionship, or in-training service animals are not considered to be "service animals."

Can I be asked to leave TMWC?

Yes. There are a number of reasons you may be asked to leave TMWC. Many are outlined in this handbook. Some reasons include bullying, smoking, using profanity, stealing, disrespecting, or harassing others. It is also not acceptable to hit, grab, or feel on someone. Be sure to review this entire handbook so that you are aware of what is expected of you as a member of TMWC.



Notes



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