

Let us introduce you to



Welcome! Oasis offers counseling for individuals, couples, and families of all ages and with a variety of needs, such as depression, abuse, addiction, uncontrolled behavioral problems, codependency, and others. Most of our clients are from the northeast Nebraska area.

## Our Programs:

**Individual, marriage, and family counseling:** Our full-time and part-time therapists offer these services in our office and through home-based therapy.

**Play therapy:** Our Registered Play Therapist-Supervisor and other providers offer in-office play therapy for children who have been abused or have counseling needs at a young age.

**Group therapy:** Oasis offers group therapy at various times for different groups, including adult and adolescent Intensive Outpatient Program (I.O.P.), men who batter, children who have ADHD and their parents, parenting classes, teenagers who have been sexually abused, and a safe kids program for children with boundary problems. These group sessions are usually provided in Oasis' office or in a youth group home. Various full-time and part-time staff offer these services.

**Family support services:** We offer in-home support services for families who are working toward living independently of the "system," families who are involved with Child Protective Services, or families who are involved in counseling and need extra support. Our full-time and part-time Family Support Specialists offer these services.

**Intensive counseling:** This is available for those who come from a long distance or desire to work intensively on a specific issue.

**Child placement services:** Oasis provides assessment and home studies as well as education for the potential adoptive family.

**Mentor program:** Mentoring is all about capturing life as it happens and creating teachable moments that bring about change. We recruit and train mentor families from area churches to be matched with at-risk families in northern Nebraska. These families meet one hour each week to share in family strengthening activities in hopes that the mentor family will draw the mentee family into its relationship network where several families can provide ongoing relational support.

## Locations:

### Oasis Counseling International Headquarters / Main Office

333 W. Norfolk Avenue, Suite 201 / Norfolk, NE 68701

(On the 2<sup>nd</sup> floor of the U.S. Bank Building)

(402) 379-2030 (402) 379-3933 Fax

Hours: Monday - Thursday – 8 am to 9 pm

Friday – 8 am to 5 pm

After 5 p.m. – An entrance (with stairs only) is available in the south courtyard of Norfolk's office in the U.S. Bank Building. Please press the intercom button for access.

### O'Neill Satellite Office

221 W. Douglas / O'Neill, NE 68763

(402) 336-3009 (402) 336-1249 Fax

Hours may vary.

Please call for an appointment.

## **Safety & Satisfaction:**

### **Emergencies:**

Your safety is very important to us, and all staff are trained on how to assist you during an emergency. In case of a tornado or other civil emergency, all clients will be directed to designated safe areas as identified by posted notices in each location. In Norfolk, Oasis staff will direct and accompany you to the lowest level in the south stairwell. Please follow the directions from staff and cooperate with an orderly evacuation. If you choose to leave the building on your own, please notify the reception staff and understand that we cannot be responsible for your safety.

For all other emergencies, evacuation routes are posted on marked exits. Upon hearing an emergency alarm, please follow staff's directions to the nearest emergency exit. Fire extinguishers are located near the marked emergency exits.

Emergency closing information due to weather conditions, natural disaster, or other threatening situations will be reported to the local radio stations. When possible, Oasis' staff will attempt to contact all clients scheduled that day to reschedule.

### **Grievances:**

Please let us know how we can best serve you, because we want to accommodate your individual needs. If we fall short in this, any client who is dissatisfied with any action or inaction by Oasis staff or volunteers in connection with the provision of services, or believes they have been discriminated against or that their rights have been infringed upon, may file a complaint with the Quality Assurance Coordinator and request a review of the matter. Complaint forms are available at the front desk.