

# VILLAGE OF ARLINGTON HEIGHTS SOCIAL SERVICES

## AHFD Resources List (QR codes may be shared with the public)

1. [Child Abuse or Neglect](#)
2. [Adult Self Neglect, Abuse, or Exploitation](#)
3. [Substance Abuse](#)
4. [Behavioral Health](#)
5. [Building and Health Concerns](#)
6. [Shelters and Emergency Housing](#)
7. [Transportation](#)
8. [Other Resources \(Meals / Financial / AH Senior Center / Legal\)](#)

### 1 – CHILD ABUSE OR NEGLECT

CONTACT DCFS DIRECTLY - **800-25-ABUSE (800-252-2873)**

The following are mandated to be reported to the Department of Children and Family Services (DCFS) for abuse or mistreatment of a child under the age of 18 by any of the following:

- A parent or their romantic partner;
- An immediate relative or someone living in their home;
- A caretaker such as a babysitter or daycare worker; or
- Any person responsible for the child's welfare, such as a health care provider, educator, coach or youth program volunteer.

The crew member with the **most first-hand knowledge** of the incident should contact DCFS by phone and complete the [CANTS 5 Form](#). Notify Division Chief of EMS via email

The DCFS [Online Reporting System](#) should only be used for **non-emergency** reporting.

Online Medical Control may authorize crews to take temporary protective custody if circumstances of the child are such that in his/her judgment continued stay or return to the custody of the parent, guardian, or custodian, presents an environment dangerous to the child's life or health. (325 ILCS 5/5) (from Ch. 23, par. 2055)

**NWCH EMS Child Abuse Policy Manual Links**

[V-2 Policy - Suspected Child Abuse and Neglect](#)

[Child Abuse Indicators](#)

DEPARTMENT OF CHILDREN  
AND FAMILY SERVICES



## **2 - ADULT SELF NEGLECT, ABUSE, AND EXPLOITATION**

**CREW SHOULD CALL ADULT PROTECTIVE SERVICES DIRECTLY - (866) 800-1409**

Mandated to be reported for adults ages 18-59 with disabilities or anyone over 60 years old.

- **Physical Abuse** – causing the infliction of physical pain or injury to a person.
- **Sexual abuse** –sexual activity with a person when the person is unwilling or unable to understand.
- **Emotional abuse** – verbal assaults, threats of abuse, harassment, or intimidation.
- **Confinement** – restraining or isolating a person for other than medical reasons.
- **Passive neglect** – the failure by a caregiver to provide a person with the necessities of life.
- **Willful deprivation** – Willfully denying required medical care, shelter, food, or physical assistance.
- **Financial exploitation** – Misuse or withholding of a resources for the profit or advantage of another.

The crew member with the **most first-hand knowledge** of the incident should contact APS. APS will likely refer the caller to either Catholic Charities (North of Central) or Kenneth Young (South of Central). The crew member can provide their personal cell phone, station phone, or main FD phone number. A follow up email should be provided to the AH Health Department and EMS Division Chief.

Family Members can scan the following QR code for information to access the Adult Protective Services website. Health Department should be referred for concerns such as a home visit requests or minor health follow up needs.



### **Additional Resources and Hotlines**

- **Domestic Violence National Hotline - 800-799-7233**
- **Rape Crisis Hotline 888-293-2080**
- **NW Casa (Center Against Sexual Assault) 888-802-8890**

## **3 – SUBSTANCE ABUSE**

**CREW SHOULD CALL THE CARE HOTLINE FOR THE PATIENT OR PROVIDE INFORMATION TO FAMILY / FRIENDS - (844) 584-5254 ext.812**

The Village of Arlington Heights and various community partners formed the Community Addiction and Recovery Effort (CARE) to assist individuals who are battling substance use disorder/addiction. The person requesting assistance will be contacted by a CARE Coordinator who will conduct an intake, recommend the appropriate level of care, navigate treatment options (based on insurance, Medicaid, Medicare, or uninsured), offer peer recovery support, provide Naloxone training, offer support to family members, and if needed accompany the person to access treatment. This program is open to anyone living in the state of Illinois who is experiencing a substance use disorder.



## **4 – BEHAVIORAL HEALTH**

CREW SHOULD PROVIDE THE FOLLOWING CONTACT INFORMATION FOR THE VILLAGE'S SOCIAL SERVICES DEPARTMENT –

**(847) 368-5792 or (847) 368-5791**

The Village of Arlington Heights Social Service Department is comprised of a Licensed Clinical Social Worker, a Case Worker, and a Disability Services Coordinator. The Social Worker provides crisis intervention, ad hoc therapy, and counseling subsidy. Counseling subsidy pays for a portion of the patient's treatment and is based on household composition, income, and insurance coverage.



### **Additional Behavioral Health Resources and Hotlines**

- **Suicide Hotline - 800-273-TALK (8255)**
- **Suicide prevention lifeline for LGBTQ youth - 866-488-7386**
- **National Alliance on Mental Illness (NAMI) - 847-899-0195**
- **Anorexia Nervosa and Associated Disorders - 630-577-1330**

NWCH EMS Policy Manual

[E1: Petitioning an Emotionally Disturbed Pt. \[3/1/03\]](#)

[Petition Form](#)



## **5 – BUILDING AND HOME SAFETY CONCERNS**

FOR IMMEDIATE CONCERNS – FIRE CREW SHOULD CONTACT CENTRAL DISPATCH AND REQUEST THE VILLAGE HEALTH DEPARTMENT OR BUILDING DEPARTMENT REPRESENTATIVE TO RESPOND TO THE SCENE. POLICE DESK CAN ALSO BE CONTACTED.

**Do not leave the scene until the on-call Building or Health Department representative arrives.**

**(847) 368-5300**

**Health Department** – Garbage and clutter in the home, urine or feces in the home, or more than 4 animals in the home.

**Building Department** – No running water, no electricity, no heat, no functioning toilets, no working stove or other concern that may make the building uninhabitable.

## **6 – SHELTERS AND EMERGENCY HOUSING**

FOR EMERGENCY HOUSING NEEDS SUCH AS EXTREME WEATHER, MEDICAL REASONS, DISPLACEMENT DUE TO FIRE / DISASTER, OR CHILDREN INVOLVED. CREWS SHOULD CONTACT A HEALTH DEPARTMENT REPRESENTATIVE TO ARRANGE SHORT TERM HOTEL ACCOMODATIONS.

1. NICOLE ESPINOZA – **847-368-5792 / 847-722-9657 (PERSONAL CELL)**
2. DAVID ROBB - **847-368-5793 / 708-917-1040 (PERSONAL CELL)**
3. JAMES MCCALISTER - **847-368-5763 / 847-363-3698 (WORK CELL)**

Journey's / PADS Sites- **847-963-9163 (8-4 Monday-Friday)**

PADS site schedules are listed on the Journeys website.

### **Comprehensive Community Based Youth Services (CCBYS)**

Crisis Intervention Response System for assistance with placement of at-risk youth under the following criteria: **1-877-870-2663**

1. **Youth 11 to 17 years of age**
2. Youth at risk of involvement with the child welfare system
3. Youth at risk of involvement with the juvenile justice system
4. 24/7 Services are available to youth who:
  - have been locked out of their home/parents will not allow them to return home
  - have run away from home, or
  - are beyond the control of parents **and** in immediate physical danger
  - are homeless without their parents.
5. DCFS wards are not eligible for CCBYS Services.

### **JOURNEYS WEBSITE**



### **CCBYS WEBSITE**



## **7 – TRANSPORTATION**

FOR EMERGENCY (NON-AMBULANCE) TRANSPORTATION NEEDS CONTACT BATTALION 1 TO COTACT 303 TAXI.

**303 TAXI COMPANY (ACT # 1310) 847-256-829**

### **Other Transportation Services**

Village of Arlington Heights Senior Center – Residents over 60

**(847) 253-5532**

Connections to Care (Medical/Dental transportation if over 60)

**(847) 222-9227**

### **AH SENIOR CENTER TRANSPORTATION**



## 8 – OTHER RESOURCES

### MEALS ON WHEELS & SNAP (FORMERLY FOOD STAMPS)

**MEALS ON WHEELS**  
(North of Central)  
Catholic Charities  
1801 W. Central Road  
Arlington Heights, IL 60005  
**(847) 797-5352**

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**MEALS ON WHEELS**  
(South of Central)  
Kenneth Young Center  
1001 Rohlwing Road  
Elk Grove Village, IL 60007  
**(847) 524-8800**

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**SNAP**  
Illinois Supplemental Nutrition  
Assistance Program.  
IDHS Help Line  
**(800) 843-6154**

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### ARLINGTON HEIGHTS HOLIDAY MEALS PROGRAM

**Arlington Heights Holiday  
Meals Assistance Program**

**ENGLISH**

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**Arlington Heights Holiday  
Meals Assistance Program**

**SPANISH**

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## FOOD PANTRIES

### **Wheeling Township Pantry**

Wheeling Township Residents  
(North of Central)  
1616 N. Arlington Heights Road  
Arlington Heights, Illinois 60004  
**(847) 259-7730**



### **Elk Grove Township Pantry**

Elk Grove Township Residents  
(South of Central)  
600 Landmeier Road  
Elk Grove, IL 60007  
**(847) 437-0300**



### **Palatine Township Pantry**

Palatine Township Residents  
(West of Wilke)  
721 S. Quentin Road  
Palatine, IL 60067  
**(847) 358-6700**



### **Willow Creek Care Center**

67 Algonquin Road  
South Barrington, IL 60010  
**(224) 512-2600**



### **St. Edna Catholic Church**

2525 N. Arlington Heights Road  
Arlington Heights, IL 60004  
**(847) 398-3362**



### **Harvest Bible Church**

800 Rohlwing Road  
Rolling Meadows, IL 60008  
**(847) 398-7005**



### **Lutheran Church of the Cross**

2025 S. Goebbert  
Arlington Heights, IL 60005  
**(847) 437-5141**



### **Northwest Compass**

1300 W. Northwest  
Mount Prospect, IL 60056  
**(847) 392-2344**



### **Salvation Army-Des Plaines**

609 W. Dempster  
Des Plaines, IL 60016  
**(847)981-9111**



## FINANCIAL ASSISTANCE

### Arlington Heights Financial Assistance Program

Residents experiencing a financial hardship may apply for short-term financial support through our emergency assistance program. Assistance requests also provides for basic needs, such as rent or utilities, assistance in applying for Nicor Share and Access to Care. Additional referrals and connectivity to other community resources are provided at intake.



### ARLINGTON HEIGHTS SENIOR CENTER

Available to residents over 60 **(847) 253-5532**

- AARP Driver Safety Program
- AARP Tax Aid
- Drug Drop off
- Lawn Mowing & Snow Shoveling Referrals
- Lunch Programs
- Postal Alerts
- Senior Health Insurance & Medica
- Tax Assistance



## LEGAL ASSISTANCE

AGENCY/BUSINESS	CONTACT INFO	INFORMATION
<b>CARPLS</b>	312-738-9200	Resource for low-income residents in need of legal advice.
<b>Lifespan</b>	847-824-0382 (Des Plaines) 312-408-1210 (Chicago)	Domestic violence legal and counseling resource