

## Individuals, Families and Friends: What To Do During Crisis

\*If you feel you are in immediate danger, call 911. Otherwise:

### Call 1-800-939-5911

*This is the Piedmont Behavioral Healthcare Access line. A trained counselor will conduct an over-the-phone assessment and authorize services as needed. They may recommend that you go directly to the Crisis Recovery Center as a walk-in. The program is open 24 hours a day. Individuals in crisis may come by themselves, or, they may be brought by family, professional contacts, or a law enforcement officer.*

#### Who We Serve:

Individuals living in Cabarrus, Davidson, Rowan, Stanly and Union counties, age 18 and older, who are having a mental health crisis, or alcohol or substance abuse problem. We also serve individuals with developmental disabilities who are experiencing a mental health or substance abuse crisis. We cannot accept people with medical emergencies, or people with extremely violent tendencies.

#### Address:

1309 S. Cannon Blvd., Kannapolis, NC 28083 (Located in the rear of the building.)

**Hours:** Open 24/7/365

## About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We currently provide services in California, Texas, Oregon, Nebraska and North Carolina, and have over 2,000 employees.

## Telecare's Mission

Telecare's mission is to deliver and manage excellent services and systems of care for persons with serious mental illness.

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**Telecare Corporate Office**  
1080 Marina Village Parkway  
Suite 100  
Alameda, CA 94501

(510) 337-7950 / (510) 337-7969 (fax)  
www.telecarecorp.com  
communications@telecarecorp.com



Telecare Mental Health Services of North Carolina, Inc.

## Crisis Recovery Center at Kannapolis

Services, Supports  
& Referral Information

**Serving Residents of Cabarrus, Davidson, Rowan,  
Stanly and Union Counties**

1309 S. Cannon Blvd.  
Kannapolis, NC 27083  
800-939-5911 (Piedmont Behavioral Healthcare Access Line)  
704-933-3212 (Direct Program Line)



**Telecare Corporation**

We exist to help people with serious mental illness realize their full potential

# Why We Exist:

The program was created to support individuals who are experiencing a crisis and need additional resources and support. Grief, stress, anxiety and depression may be triggers that make a person feel as though they are unable to cope. Crises can also be related to mental health issues, alcohol or drugs, or developmental disabilities.

This is a community-based program that exists to **help people deal with crises and avoid unnecessary psychiatric hospitalization in acute or state hospital settings.**

## Services & Supports:

The program has a 16 bed capacity. Services include:

- Comprehensive assessment and screening
- Facility-based crisis stabilization (6 beds)
- Non-hospital medical detox (10 beds)
- Petition evaluations
- Case management and linkage
- Discharge planning and placement
- Transportation

**Staffing:** Includes 24-hour licensed nursing care, physician supervision, qualified mental health professionals, certified substance abuse professionals, and transportation staff.

**Assessment and Screening:** All clients are screened by staff, which includes risk assessments. As needed, more in-depth assessments may include: self-harm, dangerousness to others, serious self-neglect, substance abuse or dependence, and victimization. If the individual is in sheriff or police custody, screenings will be completed while the individual is in custody.

Based on screenings, individuals may be:

- Referred to an available and appropriate outpatient provider of the client's choice
- Receive crisis stabilization services on-site
- Transferred to an acute inpatient setting (*staff can complete the Involuntary Commitment 1st Evaluation*)
- Prepared for involuntary commitment (*staff can initiate petition*)

**Crisis Stabilization Services:** Services typically last up to 6 days. This program provides individuals with treatment and a safe environment to stabilize from crisis and alleviate acute symptoms. People in crisis are given support, asked to examine choices and assisted in developing improved coping skills. Linkage and placement with community providers is a vital part of discharge planning.

**Non-Hospital Medical Detox:** Services typically last up to 3 days. Provides 24-hour medically-supervised evaluation and withdrawal management. Treatment staff are specialists in substance abuse issues. Also includes linkage and placement with community providers.

### Other On-Site Services Include:

- Consideration of cultural issues in the presenting situation
- Medication interventions
- Prescription services (for on-site treatment and after-care)

## Provider/Agency Referrals:

(Individuals and families should see **"What to Do in Crisis"** on the back of this brochure.)

**Referring agencies** include hospital emergency rooms, inpatient psychiatric facilities, community mental health providers, law enforcement, etc. When referring clients, please keep in mind the following:

- People who are experiencing strong impulses to self-harm or inflict harm on others or who have a significant history of violence, will be referred to other settings, such as acute inpatient psychiatric facilities. If an individual needs to be placed on a legal hold, the staff at Crisis Recovery Center will initiate a petition. There are professional staff around the clock to do assessments and interventions and a physician is on call 24/7.
- People who suffer from dementia (with an existing, established diagnosis) will receive services in other settings.
- People who have medical needs may need to be screened prior to being served at Crisis Recovery Center. If their medical conditions cannot be managed on an outpatient basis, they must receive services in other settings.

