



## Charles Evans Center CCBHC - Listing of After-Hours Crisis Services

### **When should I use a Crisis Service instead of going to a hospital Emergency Room?**

You should call 911 and / or go to the nearest hospital emergency room if:

- (1) You are experiencing a life-threatening medical emergency
- (2) If you feel that you want to harm yourself or others
- (3) You are having an allergic reaction to a medication
- (4) You have used a large quantity of drugs and / or alcohol and have become dangerously impaired.

### **For other situations a visit to a hospital emergency room may not be needed.**

- (a) If you have a situation during regular business hours, you should call your primary worker at the Charles Evans Center.
- (b) If the situation occurs after hours, please use the following resources:

**Peer Warmline: (516) 489-0100 ext. 1 (Available 24/7):** The Mental Health Association of Nassau County provides a Peer Warmline. This is a good resource for someone who “just needs to talk”. The Warmline is staffed by Peer Specialists who have “lived experience” of mental illness and recovery.

**National Mental Health Crisis Line: Call 988:** 988 is the new three-digit number that connects people to the National Suicide Prevention Lifeline. This service is for anyone who is experiencing any kind of emotional distress. 988 is for people of all ages, genders, sexes, ethnicities, races, religions, sexual orientations, and socioeconomic statuses. If you are a Veteran or Spanish speaker, 988 has dedicated lines. All calls are answered by a trained crisis counselor. 988 is different from 911, which focuses on dispatching Emergency Medical Services, fire, and the police.

**Nassau County Mobile Crisis Team (516) 227-8255 (7 Days a week, 8:00 a.m. – 12:00 midnight)** The Nassau County Mobile Crisis team consists of licensed professional social workers and nurses who are trained to help individuals with mental health crises. The team can travel to homes, schools, work-sites and other locations in Nassau County. Calling the Team is an alternative to calling the police or going to a psychiatric emergency room. Team members assess individuals and evaluate their psychological condition. The Team will make a referral to the most appropriate program, resource or facility to ensure the safety and wellbeing of the individual. The mobile team is available 8:00 am – 12:00 midnight. Telephone support is available 12:00 midnight – 8:00 a.m.

**Long Island Council on Alcoholism and Drug Dependence Hotline (631) 979- 1700 (Available 24/7)** Available to all Long Islanders, the LICADD Hotline can provide support and referral information for individuals having a crisis related to substance use.

**Peer Crisis Respite (“Turquoise House”): (516) 489-0100 Ext. 2 (Available 24/7)** The Mental Health Association of Nassau County operates a Respite Program (“Turquoise House”) for individuals in crisis seeking to avoid a stay in an inpatient psychiatric hospital. The individual will have a short-term stay in Turquoise House and will receive peer support services focusing on reducing the immediate crisis and developing skills to avoid future crises.

**Charles Evans Center Clinic Clients:** Clients who receive clinic services from the Charles Evans Center Clinic in Glen Cove who have a psychiatric emergency after hours may call (516) 622-8888.

**CCBHC-only:** If you are receiving only CCBHC services, and you are having an after-hours psychiatric emergency, you may call (516) 350-7390.