

SUPPORT PART

PROVIDING CRISIS INTERVENTION

CRISIS SERVICES

24/7

1-800-842-8979

What is a Crisis?

A crisis is a short-term, temporary situation involving persons who:

- may be thinking about hurting them selves (suicidal) -and/or
- may be thinking about hurting others (homicidal) -and/or
- may be unable to provide/accept food, clothing or shelter for themselves' as a result of a mental health condition -and/or
- Counseling to resolve and/or lessen an acute problem.

Confidentiality

Behavioral Health Division staff and contracted providers follow legal procedures to honor the confidentiality of all services as well as health and fiscal records.

Who is NOT in Crisis with a Mental Disorder?

- Persons who are intoxicated on alcohol or under the influence of illegal drugs.
- Individuals with an organic disorder such as:
 - Alzheimer's Disease
 - Parkinson's Disease
 - Other medical conditions which are the primary cause for their crisis.

Walk-Ins

Any person may also come into one of our offices at **2060 Campus Drive in Yreka** or **1107 Ream Avenue in Mount Shasta** during working hours and request help for themselves or another person. People in crisis will be referred to someone who can help them or, if the situation is not an emergency, they will be scheduled for an appointment at the earliest opportunity.

How to Contact Us Cultural Competence

Crisis Intervention Services are available **24 hours a day, 7 days a week** by doing any of the following:

- Call 1-800-842-7989
 - Monday - Friday 8 AM-5 PM your call will be answered by a staff person at Behavioral Health.
 - Outside work hours you will be connected to someone providing the initial telephone counseling, who will get you the assistance you need

County of Siskiyou Behavioral Health Division is committed to an ideal that honors the uniqueness of all cultures. Services are provided with respect for cultural values, traditions and differences -- whether of age, gender, race, ethnicity, religion or sexual orientation. Our goal is to foster partnership and inclusion and promote mutual understanding and respect for diversity. Through Language Line telephone services, and an inhouse interpreter, we have the ability to provide behavioral health services in many languages. A list of behavioral health service providers, including their culture specific and professional areas of specialty is available upon request.