



Community Behavioral Health Crisis Resources During COVID-19 Conditions Updated 03/19/2020

Freedom House

- Crisis Unit 919-967-8844. 104 New Stateside Dr, Chapel Hill, NC 27516
 - “Screening carefully” for fever, cough, SOB, recent travel abroad, contact with COVID-19 infected individuals.
 - Telling people to strongly consider whether they should be in an inpatient facility because of risk of contagion.
 - Keeping clients six feet away from each other and cleaning common surfaces every two hours.
 - Only adults.
 - If they come in for detox they need to have a safe place to go after. None of the homeless shelters in the area are accepting new referrals. Discharge planning currently affected - referral sources for follow up care may not be accepting new clients at this time for outpatient, inpatient or residential services. Oxford Houses (sober living houses) still accepting applications for residence.
- Mobile crisis 866-275-9552 – free onsite clinical assessment and transportation to crisis facilities

UNC ER 919-966-4721; psychiatry crisis pager 919-216-0595; 911 for emergency transport. “Nothing has really changed.” – may be triaging outside of ER. UNC isn’t allowing visitors on psych unit except for special exceptions.

Monarch Behavioral Health Wake County Behavioral Health Urgent Care.

<https://monarchnc.org/service-locations/wake/> (919) 703-2845

319 Chapanoke Rd., Suite 120 Raleigh, NC 27603 Monday-Thursday, 8 a.m. – 8 p.m. Friday, 8 a.m. – 3 p.m. Saturday, 8 a.m. – 1 p.m.

- Can see people who have Medicaid or have some private insurance (some BCBS, United Health – call first if insurance questions) from Orange County, also uninsured people from Wake, Durham and Johnston.
- See last patient 1.5 hours before closing. The earlier they can get there the better.
- Nothing has changed in terms of urgent care. See children 5 and up, teens and adults.

Carolina Outreach Behavioral Health Urgent Care 919-251-9009, 2670 Durham-Chapel Hill Boulevard, Durham, NC 27077. Entrance at Back. <https://carolinaoutreachbhuc.com/contact-us/>

- Safety assessments, emergency medication refills, and crisis counseling to those ages 4 and up in **Durham, Wake, Cumberland, or Johnston** counties who have Alliance Medicaid or who are uninsured and meet certain income criteria. Walk-in. \$440 out of pocket for other counties including Orange, even if they have private insurance. Call to check hours – closed next two Saturdays.

El Futuro – clinics closed as of 3/16/20 – offering remote phone support to current patients by calling their provider’s extension. elfuturo-nc.org/about/staff-and-board/ for directory.

Chapel Hill Police Department Crisis Unit 919-968-2806 8 am – 11 pm

- 24-hour co-response team that provides onsite emergency response with officers to persons in crisis situations.
- Nothing’s changed about their services. Welcome our calls if we need support.

Compass Center <https://compassctr.org/> 24 hour DV services 919-929-7122

- Offices are closed to clients. Office and hotline are being forwarded to staff cell phones.
- DVPO – Compass Center can help patients apply virtually - have clearance from clerk of court and judge – if clients need help they can meet in the office.
- May be able to help with brief emergency hotel placement – usually contingent on client being willing to consider DV shelter option – currently surveying DV shelters to see which are open.
- Courts are still open but have continued cases like jury trials for 30 days. Still hearing ex partes like initial DVPOs. DV court and criminal first appearances still being heard. No Compass Center staff or volunteers will be present in court.

Orange County Rape Crisis Center 24 hour helplines 866-935-4783, text 919-504-5211
ocrcc.org

- We will maintain 24-hour crisis intervention services through our phone, text and chat Helplines.
- Hospital accompaniment will still be available via video chat. We have provided the SANE staff at UNC Hospitals with an agency cell phone with video chat capabilities, and registered for Vsee Chat, a secure encrypted HIPAA compliant telemedicine app that will allow survivors to connect directly with an advocate for emotional support during their medical appointment.
- All client and community meetings will be conducted virtually either via phone or video chat. Secure video chat options will be used for any client contact.
- Support groups have been postponed by 2 weeks to allow us time to retool and assess feasibility and best practices for holding virtual groups as needed.

Suicide prevention lifeline 1-800-273-TALK

Law enforcement 9-911

NAMI National Alliance on Mental Illness Orange County, 919-929-7822. Volunteer organization, staffed by family members of people with mental illness.

- “People can call just to talk – we’re a warm line, not a crisis line.”

Cardinal Innovations 1-800-939-5911. No changes to crisis services. They refer to Freedom House.

Crisissolutionsnc.org local crisis unit contact information for all counties in NC.