If you or someone you know is experiencing a crisis, and looking for an alternative to 911 services, refer to the crisis services below and over the following pages. For a life-threatening medical emergency, please contact 911.



### 2-1-1 Lifeline

211 can quickly and empathetically help someone in need reach an expert or assistance safely.

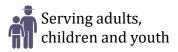


24/7



Call: 2-1-1 or (585) 275-5151

*Text:* 898-211





## **Strong Emergency Dept. / CPEP**

- Medical attention is needed
- Inability to stay safe until Mobile Crisis arrives
- An inpatient admission is wanted/needed



# ROCHESTER REGIONAL HEALTH

### Rochester General Emergency Dept.

- Medical attention is needed
- Concerns could include: suicide attempt, overdose, bleeding

24/7; Walk-in or ambulance transport



24/7; Walk-in or ambulance transport

Strong ED #: (585) 275-4551 Comprehensive Psychiatric Emergency Program (CPEP) #: (585) 275-4501



(585) 922-2000

*(CPEP) #:* (585) 275-4501



Serving adults, children and youth

601 Elmwood Ave Rochester, NY 14642

Serving adults, children and youth

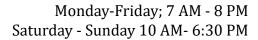


1425 Portland Ave Rochester, NY 14621

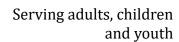


#### **URMC** Crisis Line

- Talk with trained professionals about mental health challenges
- Currently focused on URMC patients but will speak with anyone who calls.
- Coping with issues related to mental illness, for example a panic or anxiety attack.



(585) 275-8686









### Behavioral Health Access & Crisis Center



An urgent care for mental health and substance use challenges.

- Thoughts of Self-Harm
- Inability to follow up with MH Provider
- Relationship Problems
- Depression and Anxiety
- Substance Use Concerns

Monday-Friday; 8 AM - midnight Walk-in: Monday-Friday 8 AM-10 PM

Main #: (585) 368-3950 Crisis #: (585) 368-3058



Serving adults



89 Genesee Street Rochester, NY 14611

#### **URMC Mobile Crisis**

- Not at risk of harming self and others
- Willing to be seen in the community either at home or a neutral location
- Additional support is needed to manage a crisis situation
- Referrals are needed/desired for services/ supports in the community
- Mental Health focus only

Monday-Friday: 8 AM - 10 PM Saturday & Sunday: 8 AM - 4:30 PM

(585) 529-3721

or: 2-1-1

Serving adults, children and youth



### RRHS Crisis Outreach Team

- Visits to home or other community location by the professionals from RRHS Behavioral Health Access and Crisis Center (BHACC)
- Access to care for mental health or substance use challenges where you are



8 AM - 4 PM



(585) 368-3950



Serving adults only

# **Substance Use Disorder Specific Resources**

### **Helio Detox**



- Provides medical supervision of withdrawl from alcohol and drugs
- Provides medical monitoring for individuals temporarily incapacitated because of intoxication by alcohol or drugs



24/7; Walk-in



(585) 287-5622



Serving adults only



1350 University Ave Rochester, NY 14607

## **Liberty Peer & Family Support Lines**



- Talk with certified peers who have experience with services
- Will connect to further care



Monday-Friday 9 AM - 4:30 PM \*After hours are available



Peer Support #: 1-855-778-1300 Family Support #: 1-855-778-1200 After-hours line #: 1-855-778-1200



Serving adults only

# Open Access



- Best entry point for SUD needs in Monroe County
- Immediate assessment and connection to care
- Rapid access to peer support



24/7; Walk-in



(585) 627-1777



Serving adults and youth.



835 W Main Street Rochester, NY 14611

### Mental Health Association Self-Help Drop In Center



- Need to talk to someone but therapist's office is closed
- Not yet an emergency room situation, and talking to someone could prevent ER visit
- Caring peers provide walk-in guests with person-to-person support, problem-solving assistance, and resource information



Walk-in or call 5 PM - 9 PM



(585) 325-3145 x300



Serving adults



344 N. Goodman St. Rochester, NY 14607

### Villa of Hope - Hope Place



- For individuals struggling with challenges related to mental health
- Peer Support staff are experienced in:
  - advocacy
  - coordinating services, community resources and natural supports,
  - supporting and developing strengths of individuals and families



Walk-in or call 3 PM - 11 PM



(585) 325-3599



Serving adults



1099 Jay St. Building P Rochester, NY 14611

## East House - Affinity Place Respite and Warm-Line



- Peer-run 8-bed respite program for those challenged with mental health symptoms -Call ahead to reserve a space
- Affinity Place warm line staffed by Peer Support Specialists who understand that at times, it can be easier to talk to individuals who have had similar experiences



**Respite** (585) 563-7083 **Warm Line** (585) 563-7470



Serving adults