

#### PLAN OF CARE

County of Siskiyou Health and Human Services Agency, Behavioral Health Division (BHD) involves consumers in setting their treatment goals and in planning their care. Consumers may request a second opinion regarding their care. They may also request a change of clinician or case manager, subject to the Departments' ability to meet the request.

#### CULTURAL COMPETENCE

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 in-house 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.

#### 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.

#### SUGGESTIONS FOR IMPROVEMENT

Consumer, family member, and community input is an essential component of providing effective care. Suggestion boxes are located in our North and South County clinics, and consumers, staff and community members are encouraged to submit suggestions regarding programs and services. Surveys are conducted at a minimum of twice a year to gather information to help us better serve our community. Ideas may be submitted to the suggestion boxes, staff, the Patients' Rights Advocate or the Behavioral Health Board.

#### BEHAVIORAL HEALTH BOARD

Meetings are open to the public and are held on the third Monday of every month alternating the meeting location between Yreka and Mt. Shasta. Call 841-4100 or 800-842-8979 for more information.



### County of Siskiyou Health and Human Services Agency

**FOR ALL SERVICES AND  
AFTER HOURS CRISIS**  
Call the 24 Hour Access Line  
**1-800-842-8979**

#### Program Clinics and Offices

*All locations open Monday—Friday  
8:00 a.m. to 5:00 p.m.  
or by special arrangement.*

#### **Campus Drive Clinic**

Adult System of Care  
Children's System of Care  
Medical Support Services  
Alcohol and Other Drug Services  
Next Step Chemical Dependency Treatment  
Program for Women  
Lifeworks  
**2060 Campus Drive • Yreka, CA 96097**  
**(530) 841-4100**

#### **Mt. Shasta Ream Ave. Clinic**

Adult System of Care  
Medical Support Services  
Children's System of Care  
**1107 Ream Ave. • Mt. Shasta, CA 96067**  
**(530) 918-7200**

**Dial 711 for California TDD/Relay Services**

Revised 9/4/14



## CRISIS SERVICES

Providing crisis  
intervention

24 hours a day  
7 days a week



**County of Siskiyou  
Health and Human  
Services Agency  
Behavioral Health Division**



## SERVICIOS DE CRISIS

**LOS SERVICIOS ESTAN DISPONIBLES PARA TODAS LAS PERSONAS QUE ESTAN EN CRISIS.**



### Que es una Crisis?

Una crisis es un corto plazo, situacion temporal, que afecta personas en esta manera:

- Estan pensando en hacerse dano a si mismos (suicida) -y/o-
- Estan pensando en danar otros (homicida) -y/o-
- Pueden ser incapaz de proporcionar alimentos o refugio para si mismos, como resultado de una enfermedad o condicion mental -y/o-
- Requerir consejeria para resolver y aliviar sus problemas agudos



El programa tambien ayuda a proporcionar opciones y alternativas para el manejo de situaciones de estres y puede proporcionar referencias y recursos comunitarios adecuados.

**Los servicios de la Salud Mental del Condado de Siskiyou quieren ayudarle a obtener la ayuda que necesita. Si no esta seguro de a quien llamar, nosotros podemos ayudar con una referencia a un profesional en nyestra agencia o otra organizacion que ayuda a las personas con su problema particular.**



## HOW TO CONTACT US

**C**RISIS INTERVENTION SERVICES ARE AVAILABLE **24 HOURS A DAY, 7 DAYS A WEEK** BY DOING ANY OF THE FOLLOWING:

**CALL  
1-800-842-8979**

### During working hours

**8 am - 5 pm**

**Monday through Friday**

A staff person will respond to your call.

### Outside working hours

You will be connected to someone providing the initial telephone counseling, who will get you the assistance you need.

### **“WALK-INS”**

**A**ny 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 him or herself 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.

**Or go to the *Emergency Room* of  
Fairchild Medical Center**

**-or-**

**Mercy Mt. Shasta Hospital**



## WHAT MAY HAPPEN?

**P**ersons who are a danger to themselves or others, or are gravely disabled (unable to provide for their food and shelter) as a result of a mental disorder, may be involuntarily transported to a contracted inpatient psychiatric hospital for evaluation and treatment if the crisis condition cannot be stabilized.



### WHO IS NOT IN CRISIS WITH A MENTAL DISORDER?

**P**ersons who are intoxicated on alcohol or under the influence of illegal drugs;

**I**ndividuals with an organic disorder, such as:

- Alzheimer's disease
- Parkinson's disease
- Other medical conditions which are the primary cause for their crisis

**T**hese conditions do not meet the criteria for inpatient psychiatric hospitalization. If someone you know needs help with an alcohol or drug program, call us at 1-800-842-8979 and ask to speak to an Access Team worker about our Alcohol and Other Drug Services Program. For someone with an organic brain disorder, please talk to an Adult Protective Services worker at (530) 841-4200 about how to get help for them.

