

What Can You Expect?

The Crisis Response Service will work with you to ensure you receive the services that best fit your needs. Whether you access services through telephone contact and/or by meeting in person, the information shared will be used to develop a plan together that addresses the concerns and stresses safety.

We value respect and privacy for all clients. Visits and information shared with all clinic staff will remain private and confidential. Exceptions to this will be discussed with you.

Timely crisis intervention can increase comfort, help establish a sense of balance, and promote a healthy solution to the situation.



Other Services

* For emergency situations call 911 or present to the nearest Emergency Room



Accessing Our Services

- You may refer yourself.
- A doctor or other health care professional may make a referral on your behalf.
- Family or friends may refer you.
- Someone at a community agency who is familiar with your concerns may refer you at your request.

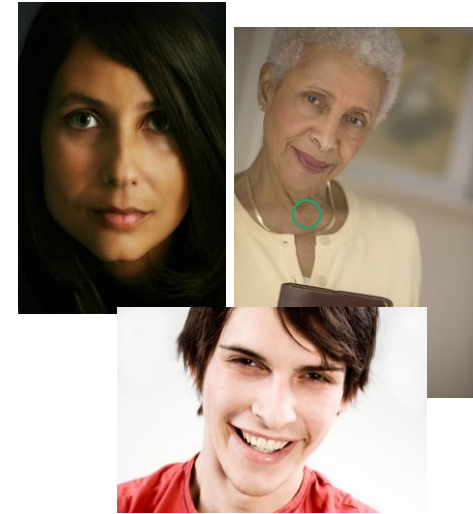
For a referral or more information:

**Mental Health Services
Crisis Response Service
896-2606
or toll free**

**1-800-460-2110 ext. 2606
Mon. – Thurs. 9:00 am– 6:00 pm
Friday 9:00 am – 4:30**

**207 Willow Street
Truro, NS B2N 5A1
www.cehha.nshealth.ca**

Crisis Response Service



Mental Health Services



Healthy People
Healthy Communities
Quality Health Services

Crisis Response Service

We are dedicated to the overall well-being of the people we serve.

We work from a base of mutual respect and an assumption of individual strength.

We acknowledge and respect cultural, spiritual and family composition diversity.

Services

We offer assistance to children, youth and adults.

We provide help to those who are experiencing a mental health crisis. A mental health crisis often impacts overall well-being and functioning. This may include:

- Dramatic changes to behavior and or personality
- Inability to cope
- Strange or unrealistic thoughts or ideas
- Excessive fears, worries, and anxiety
- Extreme high or low mood
- Dramatic changes in eating and or sleeping patterns
- Intense feelings of anger, hostility, or violent behavior
- Abuse of alcohol or drugs to feel better
- Thinking or talking about suicide or self-harm

How Our Services Are Provided

The Crisis Response Service offers intervention and short term crisis management through:

- Telephone support
- Problem solving
- Assessing risk to safety
- Linking to appropriate resources within Mental Health Services and or the community

Other Mental Health Services

Following an assessment you may be referred to Mental Health Services, as appropriate. These services include:

- Child, Adolescent & Family Service for group, individual and or family therapy
- Adult Outpatient Service for groups, classes and or individual therapy
- Psychiatry for a medication review and consultation, full assessment of problems, and or diagnosis of mental illness

These services are offered through Colchester Regional Hospital in Truro; Lillian Fraser Memorial hospital in Tatamagouche; East Hants Resource Centre in Elmsdale.

Assessing Risk to Safety

At times due to life events, situations, and mental illness, people can become more at risk to thoughts of suicide. People who may be at increased risk are those who: are experiencing a major loss, have a serious physical and or mental illness, or are abusing drugs or alcohol. Possible warning signs include:

- Withdrawing from family and friends
- Lacking interest in things usually enjoyed
- Feelings of hopelessness, worthlessness, or shame
- Talking about suicide and or making a suicide plan
- Loss of family member or friend to suicide

**** While these are common signs of risk there may be others!***

Some things you can do if you are worried about yourself or someone else are:

- Call Crisis Response Service (see back of pamphlet for phone numbers and hours)
- Call 911 or present to the closest Emergency Room
- Talk to your doctor
- Tell someone you are comfortable with such as family, friends, or teachers.