

What is a behavioral health crisis?

A behavioral health crisis exists when a person shows symptoms of severe mental illness such as:

- Suicidal, homicidal, or other violent thoughts or actions
- Psychosis: partial or complete loss of the ability to know what is real and what is not (e.g., hallucinations, delusions, paranoia)
- Inability to provide basic self-care

Prevention and Planning

- Keep your treatment appointments.
- Follow your doctor's orders for safely taking your medications.
- Seek help if you experience a problem. Contact your service provider, or visit a walk-in center.
- Use your Wellness Recovery Action Plan® (WRAP®). Your WRAP® helps you identify steps to maintain wellness. Contact your service provider to find out about upcoming WRAP® classes, or call Smoky Mountain's Peer and Family Support Team for information.
- Keep contact information for people who can support you. There is space on this brochure to write your important phone numbers.
- Work with your service provider or care coordinator (if you have one) to create a crisis plan.
- Advance Directives provide instructions for when you are in a crisis and cannot communicate for yourself or make decisions. Contact your service provider, care coordinator (if you have one), or attorney for information about Advance Directives.

How do I get help for a behavioral health crisis?

In a crisis, you should seek help, especially if you feel concerned about your safety or the safety of someone you know. The phone number you call first will depend on the type of crisis or emergency situation and when it happens.

- **If there is an immediate threat of danger or risk to you, your family member or someone else, call 911.** This may include situations where the person has caused severe physical harm to themselves or others.
- During regular business hours: Call your primary mental health service provider. The provider may refer you to the local Mobile Crisis Management Team. Or, you may visit a regional Walk-in Center.
- After hours and weekends: Call your primary mental health service provider. Regional Mobile Crisis Management Teams are available to respond to mental health crisis situations. Your regional Mobile Crisis Management Team phone number is **1-888-315-2880**. You may also call Smoky Mountain's Access Line anytime at 1-800-849-6127 for help connecting to services.

Mobile Crisis Services
Cherokee, Clay, Graham, Haywood,
Jackson, Macon and Swain Counties
1-888-315-2880

Regional Walk-in Centers

Appalachian Community Services (ACS), The Balsam Center for Hope and Recovery (The Balsam Center), and Meridian Behavioral Health Services (Meridian) are the walk-in center providers in your region. At a walk-in site, an adult, adolescent, or family in crisis can receive immediate care. The care may include an assessment and diagnosis for mental illness, substance abuse, and intellectual/developmental disability issues, as well as planning and referral for future treatment. Other services may include medication management, outpatient treatment, and short-term follow-up care. **Walk-in center hours of operation are currently Monday-Friday from 9AM-5PM.** Extended weekday and weekend hours may also be available in your area. Please call a provider near you to ask about this option:

- ACS, Cherokee Center— Phone: (828) 837-0071
750 US Hwy. 64 West—**Murphy**, NC 28906
- ACS, Clay Center—Phone: (828) 389-1494
254 Church Street—**Hayesville**, NC 28904
- ACS, Graham Center—Phone: (828) 479-6466
217 South Main Street—**Robbinsville**, NC 28771
- ACS, Haywood Center—Phone: (828) 452-1395
1482 Russ Avenue—**Waynesville**, NC 28786
- Meridian, Jackson Center—Phone: (828) 631-3973
154 Medical Park Loop—**Sylva**, NC 28779
- ACS, Macon Center—Phone: (828) 524-9385
100 Thomas Heights, # 206—**Franklin**, NC 28734
- ACS, Swain Center—Phone: (828) 488-3294
100 Teptal Terrace—**Bryson City**, NC 28713
- The Balsam Center—Phone: 1-888-315-2880
91 Timberlane Road—**Waynesville**, NC 28786
*Hours of operation: 24 hours a day, 7 days a week

Emergency Resources

- For life-threatening emergencies, call **911**.
- Mental health/behavioral health service provider:

- Appointment date/time:

- Mobile Crisis Management Team:
1-888-315-2880
- Smoky Mountain LME/MCO Access Line:
1-800-849-6127 (TTY: Contact NC Relay at 711)

Personal Supports

- Family Member or Support Person:

- Medical Provider:

- Care Coordinator:

- Other contacts important to you:

- Coping Skills:

- Advance Directives? Yes No

What does Smoky Mountain LME/MCO offer?

Smoky Mountain LME/MCO works with our network of providers to ensure that a full range of mental health, substance abuse and intellectual/developmental disability services and supports are available for individuals and families in our communities. Through Smoky Mountain LME/MCO you can get an initial screening and connection with needed services by calling 1-800-849-6127, 24 hours a day, 7 days a week.

Find more information and resources on our website at www.smokymountaincenter.com.



Smoky Mountain LME/MCO
44 Bonnie Lane
Sylva, NC 28779
(828) 586-5501

Access to Services: 1-800-849-6127
TTY: Contact NC Relay at 711
24 hours a day, 7 days a week

www.smokymountaincenter.com



*for Mental Health, Developmental
Disabilities and Substance Abuse Services*

Getting Help for a Behavioral Health Crisis

"Meeting community needs...one person at a time"

Managing mental health, substance abuse, and intellectual/developmental disability services in the North Carolina Counties of Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes and Yancey.