

## WHAT IS A CRISIS PLAN?

A plan that you write with the help of Crisis staff, or your community treatment team, that outlines the stressors in your life that could lead to a mental health crisis, and the steps you, your friends and family, your treatment team, and Crisis can take to help you if you have a crisis.

Crisis Services will keep a copy of your plan in their files, so that they can refer to it if you have a crisis. While it may be helpful to have a crisis plan, you cannot be denied access to Crisis Services if you choose not follow your plan when you are experiencing a crisis.

## CAN I LEAVE A CSU WHEN I WANT TO?

Yes, however, CSU staff may seek to have you involuntarily committed to a hospital if you decide to leave and they believe you are a danger to yourself or others.

## WHAT SHOULD I DO IF I BELIEVE MY RIGHTS HAVE BEEN VIOLATED AT A CSU?

You have a right to file a grievance if you feel your rights have been violated while accessing Crisis Services.

If you are experiencing a mental health crisis, you can contact 888.568.1112 (Voice) or Maine Relay 711 to be connected with your closest Crisis Center.

Your closest Crisis Walk-in Center is:

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## YOUR RIGHTS IN CRISIS STABILIZATION UNITS

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## **WHAT IS A CRISIS STABILIZATION UNIT?**

A Crisis Stabilization Unit (CSU) / Crisis Residence is a short-term, supportive residence that is staffed 24 hours a day by people who are trained to help you work through a crisis.

## **WHY WOULD I GO TO A CSU INSTEAD OF USING ANOTHER CRISIS SERVICE?**

CSUs are an alternative to hospitalization for people in crisis who need more support than typical outpatient services can provide. If Crisis staff think that you need longer term support to address your crisis, you can ask to go to a CSU for that support, instead of an Emergency Department or psychiatric hospital.

## **WHAT SERVICES ARE AVAILABLE AT A CSU?**

Counselors are available 24 hours a day to provide you with a safe environment where you can develop healthy strategies to manage stressors which lead to crisis. You will have access to staff who will monitor your medications, help you resolve issues that may prevent you from returning home, and plan for your safe return home.

At the CSU you will have a crisis assessment and will work with staff to make a Short-Term CSU Plan.

## **WHAT IS A SHORT-TERM CSU PLAN? WHAT SHOULD BE IN MY CSU PLAN?**

Within 24 hours of your admission to the CSU, you will work with staff to create an individualized Short-Term Plan. This plan will include:

- ◆ A problem statement, which explains why you are seeking help for a crisis;
- ◆ Goals that address all unmet needs;
- ◆ Objectives that help you understand how you are progressing toward your goals;
- ◆ The people who will be helping you with each part of the plan, and how they will help you;
- ◆ A description of any barriers you may have, and any accommodations you may need, to help you access the CSU; and
- ◆ Criteria for discharge from the CSU.

## **WHAT IS A CSU SUMMARY OF TREATMENT? WHAT SHOULD BE IN MY CSU SUMMARY OF TREATMENT?**

A summary of treatment describes the treatment you received while at the CSU and identifies your ongoing needs as you transition back to your home. It should include:

- ◆ Your strengths and the challenges you faced in addressing your crisis;
- ◆ Assessments your team used to make its recommendations about your ongoing treatment needs;
- ◆ A summary of the treatment you received while at the CSU;
- ◆ A summary of your progress from the time you arrived, while you were being treated, and during discharge from services.
- ◆ A summary of your progress toward each of your goals;
- ◆ Recommendations and referrals / appointments for additional services upon discharge;
- ◆ The reason you are leaving the CSU; and
- ◆ Your individualized Crisis Plan.