



## **YOUR RIGHTS IN MAINE'S COMMUNITY CRISIS SYSTEM**

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- ◆ Crisis may contact local law enforcement to accompany them when they come to meet with you.
- ◆ 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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Donations are tax deductible and gratefully accepted.

Following their assessment, Crisis Services will provide written recommendations for your treatment and support needs.

### **WHAT IS A CRISIS PLAN?**

A plan that you write with the help of Crisis staff, or your community treatment team, that outlines the things in your life that could cause you to have a mental health crisis; as well as 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.

### **WHAT ELSE SHOULD I KNOW?**

- ◆ Crisis is required to do its best to meet with you somewhere other than a hospital Emergency Department. You do not need to go to the Emergency Department to meet with Crisis unless you need treatment for a medical condition, or you are in protective custody.

You have a right to access and receive crisis services: 24 hours a day, 7 days a week. You can receive these services almost anywhere - in your home, at work, at school, on the street, in an emergency shelter, or in the emergency room at a hospital.

### **WHAT ARE CRISIS SERVICES?**

Crisis Services are programs designed to help people who are experiencing a mental health crisis. These programs include:

- ◆ Statewide Telephone Response;
- ◆ Walk-in Services;
- ◆ Mobile Crisis Services; and
- ◆ Crisis Stabilization Units / Crisis Residences

### **WHAT IS STATEWIDE TELEPHONE RESPONSE?**

Statewide Telephone Response, aka Crisis Telephone Services, are often the first place people turn for help during a crisis. When you call Crisis, you will be connected with a crisis intervention counselor. The counselors may help you deal with a crisis by:

- ◆ Talking about what is happening and helping you problem solve;
- ◆ Connecting you with community resources and services; and/or

- ◆ Connecting you with Mobile Crisis and providing support and information to you and the Crisis Team.

If you are not in a crisis, the counselor may encourage you to contact:

- ◆ The Warm Line;
- ◆ Peer Support; and/or
- ◆ Your case manager, social worker, or other treatment providers.

There is no limit on the number of times you can contact Crisis Telephone Services.

The goal of Crisis Telephone Services is to resolve your crisis and connect you with the services you need to maintain your stability in the community.

### **WHAT ARE WALK-IN SERVICES?**

Walk-in Services are a place that you can access Monday through Friday, from 8am-5pm, to be assessed when you are experiencing a mental health crisis. If you are experiencing a crisis, a Crisis Intervention Worker will help you figure out how to resolve your current crisis and suggest changes to help you in the longer term.

### **WHAT ARE MOBILE CRISIS SERVICES?**

Mobile Crisis Services provide support to you when you are in crisis, wherever you are in crisis.

A mobile crisis worker will support you to resolve your immediate crisis and develop a plan to respond to future crises.

### **WHAT IS A CRISIS ASSESSMENT?**

The first time you meet with a member of the Crisis Team in-person, they will do a full crisis assessment. Each time you meet with Crisis after that, they will do a focused assessment to identify the cause of your current crisis and any changes that may have occurred in your life since your first assessment.

A Crisis Assessment may include questions about:

- ◆ Demographic information;
- ◆ Risk of harm to yourself or others;
- ◆ Social relationships, changes to your sleep, eating, activity level, any issues at school or at work you may be having;
- ◆ Current stressors & supports; and
- ◆ Medical history, including: any medications you are currently taking or have taken; whether there are any medications or other substances that might be contributing to your crisis; and any developmental disabilities or psychiatric diagnoses you may have.