

Crisis Intervention Programs in Franklin County

CONNECT

- CONNECT is a free, confidential, 24-hour emergency evaluation and referral service provided by the Carilion Clinic.
- CONNECT is staffed by psychiatric nurses and clinical social workers.
- Common symptoms include emotional problems like depression, anxiety, or rage. Behavioral issues, such as substance abuse, may be part of the picture as well.
- The initial call does not provide treatment or therapy of any kind. It is simply a way to determine the best treatment options.
- When necessary, CONNECT will contact a psychiatrist to admit the patient to the hospital.
- CONNECT can perform emergency psychiatric assessments at Carilion New River Valley Medical Center during normal business hours and at Carilion Roanoke Memorial Hospital 24 hours a day.
- CONNECT services begin with a phone call to (540) 981-8181 or toll-free to (800) 284-8898.
- <https://www.carilionclinic.org/psychiatry/connect>

Piedmont Community Services

- Local community services board providing immediate crisis intervention, in and out of hospital.
- Crisis Assessment done at Piedmont or at a hospital to get further help or address situation.
- Crisis stabilization, like a short term outpatient style; catered for those seeking or needing immediate attention.
- Walk-in and phone-in psychiatric evaluations are available.
- Piedmont does accept people who don't have insurance, and do not require money up front. Sliding scale payment is available.
- For referrals after business hours, call CONTACT. Piedmont workers are available during normal business hours (8:30 A.M. - 5:00 P.M.).
- Call Piedmont at (540) 483-0582.
- <http://www.piedmontcsb.org/pcs2012/index.html>

CONTACT (Emergency crisis line)

- 24/7 after-hours crisis services that connects them to emergency psychiatric services.
- CONTACT pages a worker from Piedmont Community Services and puts them in touch with the client to assess what psychiatric services are needed.
- CONTACT can refer clients to other services for shelter, psychiatry, counseling, etc.
- CONTACT also offers a reassurance program where a client can request to have CONTACT call them as many times as they want throughout the day to check on them.
- Call your local CONTACT at (276) 632-7295 or toll-free at (877) 934-3576.
- www.SSRCenter.org

RESPOND

- A free service that enables you to speak with a trained mental health professional, any time of the day or night.
- Offers free psychiatric assessments, referrals, and admissions to those in need of further treatment.
- Treatment options for alcohol and drug addiction, depression, anxiety, etc.
- Call RESPOND (540) 776-1100 or toll-free at 1(800) 541-9992.
- <http://lewisgale.com/service/respond-assessment-and-referral-system>