

## WHAT IS A CRISIS?

A crisis is a moment when your mental health issues have become overwhelming, and you are finding it difficult to cope with the stresses of daily life. They usually occur when mental illness is left untreated, or if a care plan has not been followed. It can also be caused by sudden, drastic changes in life, such as a death in the family.

Sometimes a crisis can lead to dangerous situations, like self-harm or suicide. This is why it is important to reach out for help.

If you are experiencing any of the following symptoms, you may be having a crisis:

- **Inability to perform daily tasks.** When you cannot bathe, change your clothes, etc.
- **Rapid mood swings.** Feeling suddenly very happy or very depressed.
- **Paranoia.** Feeling suspicious and distrustful of other people.
- **Isolation.** Avoiding friends and family, staying home from work or school.
- **Psychosis.** Loss of touch with reality, having strange ideas, hearing voices.

## Get the help you need.

At the UR Medicine Crisis Call Line, we're here to help you. We can offer you the help you need to get through a crisis and put you on the path to better mental health.

**If you are in a crisis and need to speak with a professional, call the UR Medicine Crisis Call Line 24/7, 7 days a week, at (585) 275-8686.**



## The UR Medicine Crisis Call Line:

Help for mental health emergencies.



## What should I do in a crisis?

If you are in a crisis:

- **Follow your safety plan.** If you have a safety plan, sometimes called a crisis plan, refer to it. This plan will include strategies developed by you and your mental health professional to mitigate the crisis, as well as contact information for local crisis call lines and healthcare professionals.
- **Assess the situation.** Understanding how serious your situation is can help you know whom to call. See below for information about the different types of crises and lines you can call.
- **Seek help.** You should call our Crisis Line at (585) 275-8686 if you are feeling:
  - Suicidal.
  - Overwhelmed, scared or panicked.
  - Depressed or anxious.
  - Or if you need support to follow your safety plan.

***If you are in immediate danger,  
please call 911.***

## What happens when I call the line?

When you call the crisis line, you will speak with a Master's level trained counselor who is experienced in crisis management. The counselor will help you talk through the problem and suggest possible solutions. Your call line counselor will also give you information about other local services and resources that can help with your concerns.

For residents of Monroe County, UR Medicine provides Mobile Crisis Unit that your counselor will contact if necessary.

## Mental Health Services at UR Medicine

After calling the Crisis Call Line, you may be referred to one of the following services. These services may be able to help you manage your mental health.

### Medicine in Psychiatry Service (MIPS)

Primary care clinic for individuals with mental health issues.

### General Outpatient Services

Treatment for adults with mental health conditions including anxiety, depression, mood disorders and psychosis.

### Strong Ties

Outpatient mental health clinic for adults coping with severe and persistent mental illness.

### Pediatric Behavioral Health and Wellness

A service that diagnoses and treats children, adolescents and families with a variety of mental health problems.

### Family Therapy

A program that helps individuals, couples and families manage depression, anxiety, child behavior problems, family conflict, grief and loss, and cope with chronic illness or health concerns.

### Older Adults Service

A program that provides specialized mental health care for individuals aged 65 years and older.



### Lazos Fuertes

Health care for Spanish-speaking families including medication management for established patients, as well as individual, family, couples and group counseling.

### Deaf Wellness Center

Clinical services that pertain to mental health for people who are deaf or hard-of-hearing.

### Healing through Education Advocacy and Law (HEAL)

A program that provides mental health, legal and social work services to adults to help ensure their safety and well-being.

### Women's Behavioral Health

Specialized services addressing women's health concerns including abuse or trauma, depression, anxiety, pregnancy and postpartum adjustment, among others.

### Strong Recovery

Outpatient treatment for adolescents and adults (14 years old and up) with a primary substance use disorder as well as those with co-occurring mental health disorders.