



# Behavioral Health Crisis Center

## The Behavioral Health Crisis Center is open.

The Behavioral Health Crisis Center (BHCC) opened its doors to adults (18+) on June 3, 2024. Individuals experiencing a mental health or substance use crisis can call our 24/7 helpline at (616) 336-3909, contact our Mobile Crisis Response Team at (616) 333-1000, or visit the BHCC's walk-in clinic 24/7.

A collaboration with Trinity Health Grand Rapids, the BHCC is located on the Trinity Health Campus at 260 Jefferson Ave. SE in downtown Grand Rapids. Free valet parking is available between 7:00 a.m.-9:00 p.m. Between 9:00 p.m.-7:00 a.m., please use the Patient & Visitor parking lot in front of the main hospital. Visitors can also use the main hospital parking ramp, security will validate your ticket. Please be sure to bring your ticket with you.

## What is the Behavioral Health Crisis Center?

The Behavioral Health Crisis Center (BHCC) provides 24/7 help for adults (18+) experiencing mental health or substance use crises. The BHCC features a walk-in Brief Intervention Clinic and a secure Crisis Stabilization Unit (CSU). All adult individuals may receive services at the Crisis Center regardless of type of insurance, payor, or lack of insurance.

The primary goal of the Behavioral Health Crisis Center is to assess the person's needs, provide treatment to stabilize the immediate crisis, and coordinate with community resources for ongoing treatment. Collaboration with Trinity Health Grand Rapids provides on-site medical assessment and labs within the BHCC and access to urgent medical services through Trinity Health hospital when necessary.



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## What type of help does a person receive?

The Behavioral Health Crisis Center is designed to be a respectful environment and creates a culture of safety and affirmation for adults (18+) from diverse populations. Services are provided from a trauma-informed perspective, acknowledging the trauma of persons served.

Upon arrival at the BHCC, individuals will receive a medical triage within 15 minutes of arrival. Depending on the intensity and complexity of their crisis, a person will be guided to the brief intervention area or admitted to the Crisis Stabilization Unit (CSU).

A brief intervention involves meeting with a clinician who will listen to the concerns of the person in crisis and/or their representatives, conduct a safety assessment, provide crisis treatment, work with the person to develop a safety plan, determine next steps, and get the individual connected to ongoing services and support.

Individuals determined to be in need of higher intensity treatment, or individuals brought to the BHCC involuntarily, may be admitted to the Crisis Stabilization Unit. While most behavioral health crises can stabilize within 24 hours, the CSU provides a place for people to remain in a safe, secure, and supportive setting for up to 72 hours. In addition to psychiatric and clinical services, a person will also receive medical assessments, labs and medications as needed.

## How do I know if it's a crisis?

A behavioral health crisis is self-identified, and typically involves an episode of acute emotional, behavioral, or social dysfunction, as defined by the person experiencing it, the person's representative, family, or a behavioral health professional.

Examples of crisis include:

- The individual or their caregiver may identify their capacity to manage mental health symptoms and/or substance use is limited at this time and they want help.
- A person's behaviors or emotional symptoms are impacting their overall functioning, health, or well-being
- A person states or is observed to be expected within the near future to physically injure self or another individual, either intentionally or unintentionally.
- The person requires immediate intervention in order to be maintained in their home or present living arrangement or to avoid psychiatric hospitalization or other out of home placement.

**If unsure, call us 24/7 at (616) 336-3909, or call/text 988.**

**Mobile Crisis Response is also available to help at (616) 333-1000.**

