

Crisis Resources in Alamance County, Surrounding Areas, and Nationally

Important: If this is a crisis situation where your life or the lives of others is immediately in danger, please call emergency services (911).

The following document lists crisis resources in Alamance County, surrounding areas, as well as national hotlines. This list is non-exhaustive and other resources may be available. The presence of resources in this document is not an endorsement of the services listed. All resources are up-to-date as of August 18, 2022. To use the table of contents, press your Control (Ctrl) key and click on the heading to be taken to the relevant page.

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Suicide and Mental Health Crisis Lines

988 Suicide & Crisis Lifeline (Formerly National Suicide Prevention Lifeline)

Call 988 or 800-273-8255

Chat Online: <https://988lifeline.org> (click the "Chat" option at the top or bottom of the page)

National Suicide Prevention Lifeline is run by the American Foundation for Suicide Prevention. The Lifeline provides 24/7, free and confidential support for people in distress and prevention and crisis resources for you or your loved ones. They are available via phone or online chat.

Crisis Text Line

Text TALK or HOME to 741741

Crisis Text Line is a crisis text line available 24/7 in English and Spanish for people experiencing a non-life threatening mental health crisis. All people working at Crisis Text Line are volunteers who are there to help talk you through a crisis, but cannot provide medical advice. On their website, there is also an option to message using WhatsApp.

<https://www.crisistextline.org>

Disaster Distress Helpline

24/7 Helpline (Call or Text): 1-800-985-5990

For Spanish, call the hotline and dial "2"

American Sign Language is available online or by dialing the helpline number from a videophone

<https://www.samhsa.gov/find-help/disaster-distress-helpline>

Disaster Distress Helpline is a national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional

distress related to any natural or human-caused disaster. This line is toll-free, multilingual, and confidential and available to all residents of the United States.

Hope4NC Helpline (North Carolina Department of Health and Human Services)

24/7 Helpline: 1-855-587-3463

Text: HOPE to 1-855-587-3463

Online Chat: <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/hope4nc> (select the "Chat" option)

Hope4NC Helpline is a free, confidential 24/7 help line that provides emotional support and mental health resources for callers. This line also provides on-going support for stress surrounding COVID-19 and its impacts.

Mobile Crisis Management by County

Mobile Crisis services provide intensive, on-site response, stabilization, and intervention in the case of mental health crises. The current crisis will be assessed and often the person experiencing the crisis will receive a consultation for services they can seek after the crisis has been assessed and de-escalated. Please note that in the case of life-threatening emergencies, you should call 911. Following are some Mobile Crisis contacts for Alamance and surrounding counties.

Alamance County: 336-538-1220 (Psychotherapeutic Services)

Caswell County: 336-538-1220 (Psychotherapeutic Services)

Chatham County: 877-626-1772 (Therapeutic Alternatives, Inc.)

Durham County: 800-735-2962 (Durham Network of Care)

Guilford County: 877-626-1772 (Therapeutic Alternatives, Inc.)

Orange County: 866-275-9552 (Freedom House Recovery Center)

Person County: 866-275-9552 (Freedom House Recovery Center)

Randolph County: 877-626-1772 (Therapeutic Alternatives, Inc.)

Rockingham County: 866-275-9552 (Daymark Recovery Services)

Wake County: 877-626-1772 (Therapeutic Alternatives, Inc.)

National Eating Disorders Association Hotline

Call: 800-931-2237

Monday to Thursday: 11am to 9pm ET

Friday: 11am to 5pm ET

Text: 800-931-2237

Monday to Thursday: 3pm to 6pm ET

Friday: 1pm to 5pm ET

Chat Online: <https://www.nationaleatingdisorders.org/helplinechat>

Monday to Thursday: 9am to 9pm ET

Friday: 9am to 5pm ET

The National Eating Disorder Association (NEDA) can be contacted for support, resources, and treatment options for yourself or a loved one who has an eating disorder. Helpline volunteers are trained to help find the support and information that may be helpful for individuals with eating disorders. If you contact them during times where the hotline is not available, you can leave a message and they will return your call or message as soon as possible.

RHA Health Services Crisis & Diversion Center

In Alamance County, RHA offers crisis intervention services, outpatient group therapy, psychiatric care, intensive home services (for children ages 5 to 18), in-home therapy services, substance use assistance, peer support services, and a community support team.

Office Number: 336-229-5905

2732 Anne Elizabeth Drive
Burlington, NC 27215

Walk-In Crisis Hours 7 days a week from 8am to Midnight

<https://rhahealthservices.org/behavioral-health-services/walk-in-open-access-nc>

StrongHearts Native Helpline

24/7 Call or Text: 1-844-762-8483

Chat Online: <https://strongheartshelpline.org> (click the message bubble at the bottom of the page)

StrongHearts Native Helpline is a safe, anonymous, and confidential domestic violence and dating violence helpline for Native Americans, Indigenous Americans, and Alaska Natives, offering culturally-appropriate support and advocacy.

The Trevor Project

Text: START to 678-678

Call: 1-866-488-7386

Chat Online: <https://www.thetrevorproject.org/get-help/> (select the "Chat With Us" option)

The Trevor Project crisis lines serve LGBTQIAP2S+ youth when they are struggling with issues such as coming out, their identity, depression, and suicide.

Trans Lifeline

24/7 Hotline: 877-565-8860

Trans Lifeline is an organization run by and for the transgender community with the goal of providing direct emotional and financial support to trans people in crisis. When you call, you will be connected with a trans/nonbinary

peer operator and will have full anonymity and confidentiality. Further, Trans Lifeline operators will never call 911, emergency services, or law enforcement without your express consent. For people supporting trans loved ones, you will be transferred to their Friends & Family Line after you call and explain your situation.

Vaya Health

24/7 Crisis Line: 800-849-6127

For d/Deaf and Hard of Hearing Individuals, Dial 711 to Reach NC Relay

Vaya Health's crisis line is offered for people experiencing a crisis who need to speak to a trained professional who can provide immediate crisis intervention by telephone. You do not have to be a Vaya Health member to use the crisis line. Vaya Health members may, based on need, arrange for a face-to-face assessment. If needed, Vaya may also be able to dispatch Mobile Crisis Services.

<https://www.vayahealth.com/get-help/crisis-help>

Veterans Crisis Line

Call 988, then Press 1

Text 838-255

Chat Online: <https://www.veteranscrisisline.net/get-help-now/chat>

The Veterans Crisis Line is available for Veterans or service members experiencing a mental health crisis 24/7 via phone, text, or online chat. You do not have to have VA benefits to use the Veterans Crisis Line. Loved ones of Veterans and service members can also use the Crisis Line to get resources for their loved ones.

Sexual Assault, Sexual Violence, and Domestic Abuse Resources

CrossRoads Sexual Assault Response & Resource Center

24/7 Crisis Line: 336-228-0360

CrossRoads serves child and adult survivors of sexual violence, abuse, and human-trafficking. In the case of immediate harm to yourself or others, they ask that you instead call 911.

1206 Vaughn Road

Burlington, NC 27217

General Office Number (Non-Crisis): 336-228-0813

<https://www.crossroadscares.org>

Family Abuse Services of Alamance County

24/7 Crisis Line (English): 336-226-5985

24/7 Crisis Line (Spanish): 336-228-9040

Family Abuse Services crisis lines provide a listening ear, information about services, crisis counseling, and safety planning 24/7. All information shared is anonymous and confidential. The crisis line can also be called if you are in need of access to safe shelter. They can also provide crisis services on a walk-in basis during their business hours, Monday to Friday from 8:30am to 5pm.

1950 Martin Street

Burlington, NC 27217

General Office Number (Non-Crisis): 336-226-5982

<https://www.familyabuseservices.org>

Family Services of Caswell County

24/7 Crisis Hotline: 336-694-5655

General Office Phone: 336-694-5750

339 Wall Street

Yanceyville, NC 27379

Family Services of Caswell County provides safety and support for victims of domestic abuse and leads community efforts to end domestic abuse. They offer a 27/7 crisis hotline, individual and group counseling, transportation assistance, public awareness activities, sheltering assistance, support groups, financial management assistance, and protective order assistance.

National Domestic Violence Hotline

Call: 1-800-799-7233 (TTY: 1-800-787-3224)

Text: START to 88788

Chat Online: <https://www.thehotline.org>

The National Domestic Violence Hotline provides essential tools and support to help survivors of domestic violence so they can live their lives free of abuse. When you call, you can expect highly-trained, expert advocates offering free, confidential, and compassionate support, crisis intervention information, education, and referral services. The Hotline offers their services in over 200 languages.

National Sexual Assault Hotline

Call: 800-656-4673

Chat Online: <https://hotline.rainn.org/online>

The National Sexual Assault Hotline is supported by RAINN. If you call the hotline, you will be connected to a local RAINN affiliate organization and will be able to speak confidentially to a trained staff member to discuss access to local facilities for sexual assault survivors, talk through what happened, receive referrals for support, get information about the laws in your community, and more.

Orange County Rape Crisis Center

24/7 Crisis Line (Call or Text): 919-967-7273

24/7 Online Crisis Chat: <https://ocrcc.org>

Orange County Rape Crisis Center provides call, text, and online chat crisis options to support primary and secondary survivors of sexual violence; whether it is to answer questions, share information about their services, or provide support. All helplines are free, confidential, and offered in English and Spanish.

1506 East Franklin Street

Suite 200

Chapel Hill, NC 27515

General Office Number (Non-Crisis): 919-968-4647

Safe Haven of Person County

24/7 Crisis Hotline: 336-599-7233

General Office Number: 336-330-0331

29 Abbitt Street

Roxboro, NC 27573

Safe Haven of Person County is a community supported human service organization dedicated to assisting victims and survivors and their families in ending domestic and sexual violence and discrimination. They can offer assistance with advocacy, shelter, community referrals, and crisis intervention.

Emergency and Inpatient Care Facilities

Alamance Regional Medical Center Emergency Department

1240 Huffman Mill Road

Burlington, NC 27215

336-538-7000

Alamance Regional does not have a dedicated emergency department for mental health crises, but does accept individuals experiencing a mental health crisis in the emergency department and they have inpatient and outpatient behavioral and mental health services available at Alamance Regional Medical Center.

Cone Health Behavioral Health Hospital

700 Walter Reed Drive

Greensboro, NC 27403

HelpLine: 336-832-9700 or 1-800-711-2635

Cone Health Behavioral Hospital provides primarily inpatient mental healthcare services. You can contact the HelpLine 24/7 for immediate assistance for mental health and substance use issues.

Guilford County Behavioral Health Center

931 Third Street

Greensboro, NC 27405

336-890-2700

Guilford County Behavioral Health Center is open 24/7 and accepts walk-ins for people ages 4 and up who are experiencing a mental health crisis. The program is designed for those needing urgent behavioral health or substance use treatment, not for people who are

experiencing a medical crisis that would require an emergency room visit.

Holly Hill Hospital

3019 Falstaff Road

Raleigh, NC 27610

919-250-7000 or 800-447-1800

<https://hollyhillhospital.com>

Holly Hill Hospital provides inpatient mental health care for children (5 and older), adolescents, young adults, adults, and seniors. They also provide outpatient services, partial hospitalization, and intensive outpatient services for adults only. When you come in to Holly Hill Hospital, you will receive a no-cost, confidential assessment before proceeding with any services. They are available 24/7.

Triangle Springs Mental Health & Addiction Services

24/7 Phone Number: 919-746-8900

The 24/7 line at Triangle Springs is not a line for crisis counseling, but they can provide emergency mental health services for people over the age of 18, including those who are experiencing a mental health crisis, such as risk or harm to self or others, significant emotional or behavioral changes, or impending or active withdrawal symptoms. This line is *not* for medical emergencies including drug or medication overdoses – in the case of medical emergencies, call 911.

10901 World Trade Boulevard

Raleigh, NC 27617

<https://trianglesprings.com>

UNC Health Care Crisis and Assessment Services at WakeBrook

107 Sunnybrook Road

Raleigh, NC 27610

984-974-4800

<https://www.uncmedicalcenter.org/uncmc/hospitals-locations/profile/unc-health-care-crisis-and-assessment-services-at-wakebrook>

UNC Crisis and Assessment Services is available 24/7 for walk-ins and provides emergency psychiatric evaluations for those individuals experiencing acute mental health and/or substance use crises.

UNC Hospitals Emergency Department

101 Manning Drive

Basement

Chapel Hill, NC 27514

984-974-4721

UNC Hospitals Emergency Department does not have a dedicated emergency department for mental health crises, but does accept individuals experiencing a mental health crisis in the emergency department and they have inpatient and outpatient behavioral and mental health services available in the UNC Hospitals network.