

North Central Health Care Emergency & Crisis Services is a state certified program offering services to residents of Marathon, Langlade and Lincoln counties. Services include a 24-hour Crisis Center, a 24-hour Hotline and a Mobile Crisis response team. Individualized services are provided in the least restrictive manner utilizing natural and peer supports whenever possible. The focus of the program is on prevention and de-escalation of crisis situations, while also offering community based options. The program is equipped with resources to assess and divert many situations from an inpatient hospitalization.

Crisis Center

Available 24/7

North Central Health Care
Wausau Campus
1100 Lake View Drive
Wausau, Wisconsin 54403

715.845.4326 or **1.800.799.0122**

No appointment necessary.

Crisis & Suicide Prevention Hotline

Available 24/7

1.800.799.0122

or **715.845.4326**

Hearing Impaired/TDD Line:
715.845.4928 (Wausau)

North Central Health Care Crisis Services Available 24/7

If you are experiencing an emergency or crisis, please call
1.800.799.0122 or **715.845.4326**

Hearing Impaired/TDD Line: 715.845.4928 (Wausau)

Crisis Center

1100 Lake View Drive
Wausau, Wisconsin 54403

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Equal Opportunity in Service Delivery Policy

No otherwise qualified applicant for service or program participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, age, sex, sexual identify, sexual orientation, religion, political beliefs or disability. No employee or other person shall intimidate, threaten, coerce, or discriminate against any otherwise qualified individual for the purpose of interfering with any right or privilege secured under one of the applicable civil rights laws, or because they have made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing under one of the applicable civil rights laws. This policy covers eligibility for access to service delivery, and to treatment in all of the programs, services and activities. All employees are expected to support the goals and programmatic activities relating to nondiscrimination in service delivery.

For more information or referrals, please
contact North Central Health Care:

NCHC Wausau Campus 715.848.4300
1100 Lake View Drive • Wausau, Wisconsin 54403

NCHC Antigo Center 715.627.6694
1225 Langlade Road • Antigo, Wisconsin 54409

NCHC Merrill Center 715.536.9482
607 N. Sales Street, Suite 309 • Merrill, Wisconsin 54452

NCHC Tomahawk Office 715.453.5381
213 W. Wisconsin Ave • Tomahawk, WI 54487



North Central Health Care

Person centered. Outcome focused.

www.norcen.org

BEHAVIORAL HEALTH



North Central Health Care

Person centered. Outcome focused.

Emergency & Crisis Services

24 Hours A Day, 7 Days a Week



Specialized Assistance with Urgent
Mental Health, Developmental
Disability or Substance Abuse Needs

Serving Residents in the Counties of
Marathon, Langlade and Lincoln



North Central Health Care

Person centered. Outcome focused.

What is a Crisis?

A crisis is whatever an individual, family or group feels is a crisis at the time. Crisis situations can take many forms. Some very brief situations may include:

- An individual may be feeling overwhelmed, depressed, helpless, hopeless or cannot cope with difficult situations in their life.
- An individual may consider or attempt suicide. One of the major goals of the Crisis Center is to prevent suicide attempts and intervene so that individuals can get past the suicidal crisis and move on to healthy, effective solutions.
- Mental health emergencies for those who may be under commitment or voluntarily involved in case management and are in need of stabilization. This stabilization may occur either in an inpatient hospital setting or Crisis CBRF (Community Based Residential Facility).
- Substance abuse may lead to a crisis situation.
- Gambling or other life stress may lead to a crisis situation.

Who is served at the Crisis Center?

The Crisis Center is a triage center. Anyone and everyone who is having a crisis related to mental illness, substance abuse or suicide may be served in some capacity. Much of what the Crisis Center does is get the individual to the location or access to services that they need to alleviate their crisis. Elderly, developmentally disabled individuals, families, children, and adults may all be served in the Crisis Center.

The Crisis Center also provides referrals to other organizations when needs are related to situations such as job loss, spousal abuse, housing and other life issues that do not rise to the level of a "crisis".

Crisis & Suicide Prevention Hotline **1.800.799.0122**

The Crisis & Suicide Prevention Hotline is confidential and anonymous. Specially trained staff provide emergency and crisis counseling over the phone, including intervention.

Assistance is provided with emotional, mental health, suicide prevention or substance abuse situations.

Crisis Center Services

The Crisis Center, located on the North Central Health Care Wausau Campus, provides 24-hour specialized assistance with urgent mental health, developmental disability or substance abuse needs and may also act as an in-house, short-term Crisis Stabilization Unit. Support will be provided to stabilize the conditions of acute mental health symptoms. In youth crisis situations, short-term respite and support will be provided. All ages and legal status are served at the Crisis Center.

For individuals 13 years and older that have severe psychiatric and detoxification needs, the Crisis Center also provides inpatient behavioral health services through North Central Health Care's Inpatient Hospital. For those under the age of 13, appropriate placement and inpatient care services can be arranged through the Crisis Center as needed.

One of the
most important
things
crisis care can
provide.

Mobile Crisis Services

The Mobile Crisis Services team is a state certified Mobile Crisis Unit that travels to avert a crisis and de-escalate a situation. Assessments and interventions by the Mobile Crisis Team are available on-site at the North Central Health Care offices in Wausau, Antigo and Merrill, or with law enforcement out in the community.

The Mobile Crisis teams are made up of trained personnel in the area of crisis intervention and utilize physicians, nurses, law enforcement personnel, psychiatrists, mental health technicians, and other specially trained staff.

The team offers an assessment and assists with the disposition of the crisis situation. Disposition may include, but is not limited to, the following: inpatient psychiatric treatment, crisis bed placement, youth crisis, and other community placements. The team can also provide linkage and follow-up services with other community providers and agencies to ensure continuity of care.

24-hour Mobile Crisis Services are available for residents in Marathon, Lincoln and Langlade counties.

