

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.

## NCHC Therapy Dog

Meet Alvin, our very first specially trained therapy dog for Behavioral Health Services. His role at NCHC is to be a calming influence for youth and adults who are experiencing anxiety, depression or a crisis situation. Alvin's presence can often help a person feel more safe and comfortable.



## 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

No appointment necessary.

## 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 identity, 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](http://www.norcen.org)

BEHAVIORAL HEALTH



North Central Health Care  
Person centered. Outcome focused.

## Emergency & Youth Crisis Services

24 Hours A Day, 7 Days a Week



Specialized Assistance with Urgent  
Mental Health, Developmental  
Disability or Substance Abuse Needs  
for Youth (Ages 6 -17)

Serving Residents in the Counties of  
Marathon, Langlade and Lincoln



# North Central Health Care

Person centered. Outcome focused.

## No One Should Struggle Alone

Adolescence is a difficult time. This is where most children start developing their identity and independence, and while this is liberating, it can also be stressful and put pressure on relationships with friends and family. Depression in youth in America is on the rise. A reported 12% of youths in America have experienced at least one major depressive symptom, and the estimate for unreported incidents is much higher. Though difficulty during adolescence is normal, there are far too many instances where people who need help are dismissed because it is "part of growing up."

Some examples of youth who may be in crisis include:

- Talk of suicide
- Eating disorders (anorexia, bulimia, binge eating, etc.)
- Drug and/or alcohol abuse
- Bullying
- Threats of violence
- Difficulty in school
- Cyber bullying
- Feelings of ennui (Nothing matters. I feel bad all the time. Nothing will help.)

It is important that you do not dismiss statements a youth makes online either. Many people feel more comfortable speaking online, and while there may be exaggeration in some cases, any comment that mentions suicide or an act of violence is not to be taken lightly. Likewise, consistently depressive statements made on an online forum should also be taken seriously.

## Emergency 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 Center.

## Youth Crisis Services

Youth Crisis Services are available to residents of Lincoln, Langlade, and Marathon Counties. Children and teens six years or older may be assessed on-site at the NCHC Wausau Campus Crisis Center, or by a Mobile Crisis professional in the community. The assessment will help to determine an action plan to de-escalate the crisis situation and provide resources for follow-up care if necessary.

## Youth Crisis Short-Term Stabilization

Youth in Crisis may remain on the NCHC Wausau Campus stabilization area for up to 24 hours on a voluntary basis. They may have a brief therapeutic intervention with specially trained youth crisis staff that may help youth to develop coping skills.

During the stabilization period Crisis staff may assist in creating an Individualized Service Plan (ISP) and help provide referrals for outpatient or community treatment but they will not meet with a counselor, physician, or psychiatrist.

24-hour stabilization beds are available for ages 6+ and offer 1:1 or 1:2 staffing ratio around the clock. Medication management of current prescriptions is available with guardian approval. No new prescriptions will be written or administered on-site.

## 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.

