

## We believe:

We believe in recovery! The philosophy of recovery is central to our services. Recovery is a personal and unique process. Each person must develop his or her own definition of recovery and then take responsibility for managing it. The factors that are common to recovery are: Hope, Healing, Empowerment, and Connection. New River Behavioral HealthCare can partner with you in your recovery process.

## We value:

- ☞ Partnerships with the individuals, families and communities we serve.
- ☞ Provision of person centered services: individualized, appropriate services based on individuals' strengths and preferences that identify the least intrusive, least restrictive and most effective arrays of service
- ☞ Treating people with courtesy and respect
- ☞ Ensuring the most effective service outcomes in the most cost efficient manner
- ☞ Continuous improvement of all aspects of service delivery
- ☞ Outcomes that can be measured, observed, demonstrated and that positively affect each person's quality of life
- ☞ Timeliness in delivering services according to each person's need
- ☞ High satisfaction experienced by the people we serve, our staff, other agencies, and members of the community



[www.NewRiver.org](http://www.NewRiver.org)

For more information or to make an appointment, call the New River Behavioral HealthCare office in your county:

Alleghany .....	336-372-4095
Ashe .....	336-246-4542
Avery .....	828-733-5889
Iredell .....	704-873-1114
Surry .....	336-783-6919
Watauga .....	828-264-8759
Wilkes .....	336-667-5151
Yadkin .....	336-679-8805
Administrative Office .....	828-264-9007
CRC Statesville .....	704-873-1114

## Our crisis numbers are:

Crisis intervention services are available 24 hours a day, 7 days a week.

Alleghany .....	336-372-4357
Ashe .....	336-246-4325
Avery .....	828-733-4357
Watauga .....	828-264-4357
Wilkes .....	336-838-9936

New River Toll Free Crisis Line:  
877-492-2785

Iredell .....	888-235-HOPE (4673)
Surry .....	888-235-HOPE (4673)
Yadkin .....	888-235-HOPE (4673)

# New River Behavioral HealthCare



*Community Care for  
the Changing Times*

[www.NewRiver.org](http://www.NewRiver.org)

# Community CARE for the CHANGING TIMES

For more than 45 years, New River Behavioral HealthCare has provided Mental Health, Developmental Disabilities and Substance Abuse (MH/DD/SA) services to individuals, couples, and families. We serve folks in Alexander, Alleghany, Ashe, Avery, Caldwell, Iredell, McDowell, Surry, Watauga, Wilkes and Yadkin counties.

Our mission is to provide high quality, accessible mental health, developmental disabilities, and substance abuse services to the people of our communities. We provide services in which people are valued and treated with respect and we offer support and encouragement in their efforts to build better lives.

We are a public entity, and serve the community as a major comprehensive provider of direct services in our community, endorsed by the State of North Carolina as a CABHA.

Some of the services we offer individuals and families are:

- ☞ Access, Screening, Triage Assessment and Referral
- ☞ Crisis Intervention Services
- ☞ Counseling and Psychotherapy
- ☞ Child and Family Services
- ☞ Psychiatric Services
- ☞ Mobile Crisis Services
- ☞ Medication Management Services
- ☞ Substance Abuse Services
- ☞ Consumer Planning and Support Services
- ☞ Consultation, Education and Prevention Services

- ☞ DWI Services
- ☞ Diagnostic Assessments
- ☞ Community Support Services (for adults and children)
- ☞ Intensive In-Home Services
- ☞ Assertive Community Treatment Team (ACTT) Services
- ☞ Psychosocial Rehabilitation Services
- ☞ Substance Abuse Intensive Outpatient Services
- ☞ Targeted Case Management Services

We charge a fee for most of the services that we provide to our customers. Medical insurance policies, Medicaid and Medicare cover many of our services, and we bill these companies for covered services. We realize our customers sometimes find themselves unable to pay their portion of our service fees, therefore we have financial counselors to assist customers with finding payment methods that best meet their needs.

We do not discriminate in providing services on the basis of race, gender, color, religion, national origin, age, sexual orientation or disability.

Confidentiality is highly respected by our caring staff members who are committed to the highest ethical standards.

If you or someone you know needs behavioral healthcare services, please call us at one of the numbers listed on the back of this brochure.



## We can help with:

- Sexual Abuse
- Mood Disorders
- Eating Disorders
- Crisis Stabilization
- Domestic Violence
- Parenting Education
- Depression, Anxiety & Grief
- Alcohol and Drug Abuse
- Developmental Disabilities
- Marriage and Family Issues
- Anger and Stress Management
- Attention Deficit-Hyperactivity
- Childhood Behavior Disorders
- Severe and Persistent Mental Illness
- Other Mental Health Problems