

# MONARCH'S

## FACILITY-BASED CRISIS PROGRAM FOR CHILDREN AND ADOLESCENTS



TO MAKE A DIRECT REFERRAL PLEASE CALL  
**(844) 263-0050**

### PLEASE PROVIDE THE FOLLOWING WHEN YOU MAKE A REFERRAL

- Individuals Presenting Problem/Condition
- Insurance Information
- Known Medical and Treatment/  
Psychosocial History
- Current Medications
- Individuals Referral Legal Status  
(Voluntary/Involuntary)
- Results of Recent Behavior Health  
Evaluations

### PAYMENT OPTIONS

- Medicaid
- Most Commercial Insurances  
(Plan Coverages May Vary)
- Self-Pay

### MECKLENBURG COUNTY

1810 Back Creek Drive  
Charlotte, NC 28213

### HOURS OF OPERATION

Our Facility Based Crisis Unit is open 24/7, 365 days a year and can provide services to individuals age 6-17 years old who present voluntarily to the unit, as well as those who are petitioned or under involuntary commitment.



## INDIVIDUALS MONARCH CAN ACCEPT

- Individuals who are experiencing suicidal/homicidal ideations, and/or demonstrating self-injurious behaviors, with an inability to guarantee safety in a less restrictive environment ***\*Please see below for additional details***
- Individuals who are experiencing hallucinations/delusions that may affect daily functioning
- Individuals who are experiencing behavioral problems that are unable to be managed in a lower level of care
- Individuals in need to restart psychiatric medications in order to avoid inpatient hospitalization
- Individuals who have psychiatric needs and medical needs controlled through medication (must bring medications from home in pill bottles or bubble packs)
- Individuals whose medical needs can be safely managed in an a non-medical setting
- Individuals must be ambulatory and not in need of IV medications and IV fluids
- Individuals with MH/SA needs or mild I/DD needs

## INDIVIDUALS MONARCH CANNOT ACCEPT

- Individuals who are sexually aggressive or with significant active behavioral issues that may require restraints, this facility is restraint-free
- Individuals who are actively suicidal or homicidal or actively demonstrating suicidal or homicidal gestures with significant lethality are not appropriate, and would need to be taken to the hospital
- Individuals in acute cardiac or respiratory distress
- Individuals with open wounds and/or in need of wound care
- Individuals in an acute diabetic emergency (blood glucose can be monitored but if uncontrollable will be referred to a medical facility), Monarch's cut off for this measure is 300 or above
- Individuals who are oxygen dependent or who require CPAP/BiPAP machines
- Individuals in need of dialysis
- Individuals with a recent head injury
- Individuals actively experiencing seizures or who have had a seizure within the last 24 hours
- Individuals who have a BAC of .25 or higher
- Patients who require regular/routine medical maintenance for medical stabilization



For more information and for a complete list of Monarch's other services, please call (866) 272-7826 or visit [www.MonarchNC.org](http://www.MonarchNC.org).

Established in 1958, Monarch provides support statewide to thousands of people with intellectual and developmental disabilities, mental illness and substance use disorders. The organization is nationally accredited by The Joint Commission and The Council on Quality and Leadership (CQL). Monarch operates The Arc of Stanly County, which is a chapter of The Arc of North Carolina and The Arc of the United States.