



WORK FLOW

Calls will come in from 1-866-WNC-MIND, it is recommended that you save this number in your contact list. There will be primary and secondary psychiatric volunteers in the cue. If a call is not received after a minute, it will automatically be routed to the secondary psychiatrist on call. If the call goes to voicemail, an email will be sent to Nick Ladd, DO.

Each shelter has a medical provider that has been provided the WNC Mind phone number (1-866-WNC-MIND or 1-866-962-6463). Calls will be directly routed to NCPA volunteer psychiatrists who can provide consultation on psychiatric issues faced by shelter residence.

WNC-MIND will be staffed by NCPA volunteer psychiatrists who will be scheduled to cover a particular day. The WNC-MIND number will be reassigned each day to the NCPA volunteer signed up.

If medical shelter providers cannot reach the NCPA volunteer via WNC-MIND, then a text message can be sent to WNC-MIND leaving their name, the shelter they are working at, and a call back phone number.

NCPA volunteer provides psychiatric guidance to the medical provider on the ground at the shelter. If the psychiatric question is outside the scope of the NCPA volunteer because of being perinatal or pediatric, the NCPA Volunteer will refer to NC PAL (919-681-2909) Monday - Friday, 8am-5pm

If in-person mental health support is needed, the medical provider in the shelter can request support from a therapist at the shelter. Therapists at shelters are being coordinated by Vaya and local NGOs. If a therapist is not available at the shelter, but is needed, contact Dr. Ladd (828-337-4738) to help a therapist be placed at the shelter.

NCPA Volunteer can inform the shelter medical provider about ways patients can access on-going psychiatric care by contacting Vaya (1-800-962-9003) or Walk-in Clinics.

Patients can receive free therapy through Betterhelp.com or by therapists offer free services (see below for more information).NCPA volunteer psychiatrists can also provide local crisis lines (see below for crisis numbers).

RESOURCES

LIST OF SHELTERS

www.readync.gov/stay-informed/open-shelters

MENTAL HEALTH CLINICS

www.ncpsychiatry.org/community-mental-health-offices

WALK-IN CLINICS

www.vayahealth.com/resources/hurricane_helene_walk_in_flyer

NC PAL

For Perinatal or Pediatric Consult Needs utilize or refer to:
www.ncpal.org

CRISIS NUMBERS

- Vaya Crisis Line: 1-800-849-6127
- RHA Mobile Crisis: 1-888-573-1006
- NC Peer Warmline: 1-855-PEERS NC
- Disaster Distress Helpline: 1-800-985-5990
- National Suicide Line: 988

FREE THERAPY

- Betterhelp.com: Patients can receive free therapy services for 3 months by using the voucher code: hurricane-helene-support
- Social Workers have compiled nearly 200 therapists willing to provide free therapy.