



WELCOME TO **BH***care*

Hope • Health • Recovery



Our Approach

At BHcare, our goal is to support you in living a healthy, safe, and fulfilling life. We know that everyone's experiences are different, and we want to understand your unique story so we can help you reach your goals. Our approach is built on **respect, safety, compassion, and partnership**.

Our Core Values

BHcare's work is guided by several core values that shape everything we do:

- **Quality:** We provide services that are helpful, culturally sensitive, and based on best practices.
- **Hope, Health, and Recovery:** We believe everyone can heal and grow.
- **Respect:** We listen to your needs and support you without judgment.
- **Growth & Innovation:** We work to improve services and respond to community needs.
- **Integrity & Accountability:** We are honest, responsible, and committed to doing what is best for you.

These values guide our staff and programs. They help us create a positive and supportive environment.

Trauma Informed Care

Many people who come to BHcare have experienced difficult or traumatic events. Trauma can affect how a person feels, thinks, and responds to stress. That's why we use a **trauma-informed approach**, which means we:

- Make sure you feel safe, both physically and emotionally.
- Build trust by being open, honest, and transparent.
- Encourage support, including peer and family support when helpful.
- Work together with you as partners in your care.
- Support your strengths, voice, and choices.
- Provide care that is culturally aware, respectful, and inclusive.

By using these principles, we work hard to avoid retraumatizing anyone and instead create a safe and welcoming space.

Person Centered & Whole Person Care

You are the expert on *your* life. BHcare uses a **person-centered** approach that focuses on your goals, needs, strengths, and preferences. This means:

- You help shape your recovery plan.
- We listen to what matters most to you.
- We work with you to build on your strengths and support your independence.

Because health includes more than just mental health needs, BHcare also provides **whole person care**. This includes support with physical health, mental health, substance use, housing,

safety, relationships, and daily living skills. BHcare is a Certified Community Behavioral Health Clinic, offering integrated services so your care team can help you in many areas of life.

Cultural Competence and Inclusivity

Your background, identity, and lived experiences matter. BHcare is committed to providing services that respect differences in culture, race, gender, language, and ability. Our goal is to make sure every person feels welcomed and understood.

Working Together

Your BHcare team will partner with you to understand your needs, create helpful goals, and support you throughout your journey. You will always be treated with dignity, compassion, and kindness. We are here to help you build the skills, resources, and confidence you need to move forward.

Your Safety

At BHcare, your safety and the safety of others is our top priority. We do not use seclusion or restraint. If someone is having a hard time staying in control or may be at risk of hurting themselves or others, our team will seek help from emergency services—such as calling the police or an ambulance—to make sure everyone stays safe. Our goal is always to respond with care, respect, and the least amount of disruption possible.

Our Services

BHcare offers many services to support your mental health, physical health, safety, and recovery. Our goal is to help you build skills and work toward a healthier life.

Care, Treatment & Services

Crisis Services

Purpose: To calm the crisis, provide caring support, and connect you with services that can help you continue moving forward.

What We Offer:

- **Fast support** for people dealing with emotional distress, safety concerns, or urgent mental health needs.
- **Phone and mobile response.** You can talk with a trained clinician anytime or receive in-person help when the situation cannot be handled over the phone.
- **Timely assessments and guidance.** We work with you to create a plan that supports your safety.

How to access Crisis Supports:

- Call our mainline 203-800-7177, press 6
- Call our front desk team and ask for Crisis
- In-person ask our front desk team to speak with Crisis

If you need immediate help or in immediate danger or feel unsafe:

- Call 911
- Call or text 988 to reach the Suicide & Crisis Lifeline (available 24/7)

Outpatient Therapy

Purpose: To help you understand your feelings, build healthy ways to cope, and improve your well-being. You get a safe place to talk with a trained clinician who can listen, guide you, and help you manage stress while you work toward your personal goals.

What We Offer:

- **Family Therapy:** Help families solve problems together and improve how they communicate so they can build healthier relationships. Sessions may include the client or just the family, depending on what is most helpful.
- **Group Therapy:** Small groups where people talk about shared challenges and learn new skills. These weekly groups give you a safe place to share your experiences with

others, helping you build confidence, improve coping skills, and make supportive connections.

- **Individual Therapy:** One-on-one sessions that give you a private place to talk about your thoughts and feelings. Your therapist helps you work through stress and reach your personal goals.
- **Intensive Outpatient Program (IOP):** A structured program where you attend several group sessions each week for up to 3 hours a day. The program usually lasts 8–12 weeks. It helps you learn coping skills, manage your symptoms, and make steady progress while still living at home and keeping your normal routine.

Medication Services

Purpose: To help manage symptoms that may affect mood, thinking, or behavior. You get a supportive place to talk with a provider (APRN or MD) who can help you understand medication options, answer your questions, and work with you to support your health.

What We Offer:

- **Evaluations:** A provider will meet with you to understand your symptoms, needs, and goals. They will help you decide if medication could be useful for your treatment.
- **Prescribing and Monitoring:** If medication is recommended, your provider will work with you to choose an option that fits your needs. They will check in with you regularly to see how the medication works and make changes as needed.
- **Medications for Addiction Treatment (MAT):** For individuals with substance use disorders, we offer evidence-based medications that can reduce cravings, support recovery, and lower the chance of reuse.

Wrap-Around Services

Case Management

Purpose: To help you get the resources, skills, and support you need to live safely and independently in your community. We work with you to understand your goals and connect you to the services that help you build a healthier, more stable life.

What We Offer:

- **Care Coordination:** We help you stay connected to the providers and services you need so your care is easier to manage.
- **Managing Needs:** We work with you to identify what you need and help you make a plan to meet those needs.
- **Assistance, Benefits, and Transportation:** We help you keep or apply for benefits, get transportation to appointments, and apply for programs like SNAP or Social Security.
- **Employment Support:** We help you get ready for work through job coaching, skills training, and support with job searches and applications.

- **Housing Support:** We help you find housing and build independent living skills so you can live safely and confidently in the community.

Domestic Violence Services

Purpose: To help you stay safe, feel supported, and gain the tools you need to build the life you want. Our goal is to help break the cycle of violence and empower you to move forward with confidence, hope, and renewed independence.

What We Offer:

- **Safe Shelter:** We provide a secure place to stay so you can be safe from harm while you plan your next steps.
- **Counseling and Support:** We offer counseling to help you heal from abuse, understand your experiences, and regain confidence.
- **Advocacy:** We support you by explaining your options, helping you stay safe, and guiding you through legal or community resources.

Jail Diversion

Purpose: To help people involved in the justice system get connected to the treatment and support they need. Our goal is to offer help early, reduce stress on the courts, and support recovery.

What We Offer:

- **Assessments:** We provide quick assessments to understand your mental health or substance use needs and determine what services may help you.
- **Treatment Referrals:** We connect you to the right treatment programs so you can begin getting help right away.
- **Court Recommendations:** When needed, we share treatment recommendations with court or justice-system staff to support your recovery and help guide decisions about your case.

Primary Care and Wellness Services

Purpose: To support your physical health. We believe that caring for your whole body is an important step toward feeling better both emotionally and mentally.

What We Offer:

- Coordination with your healthcare teams
- Health Education and Medical Monitoring
- Primary Care Referrals or Visits
- Wellness Support

Social Rehabilitation

Purpose: To help you build social skills, make connections, and feel part of a supportive community. We offer member-run social clubs that provide a welcoming space to meet new people, build confidence, and take part in group activities.

What We Offer:

- **Activities:** We provide a full schedule of social, educational, and recreational activities that help you practice social skills, try new things, and stay engaged.
- **Peer Support:** Our clubs bring together people with shared experiences so you can support each other, build friendships, and feel understood.

Residential Services

Purpose: To provide a safe, supportive place to live while you build the skills you need for independence. Our team helps you stay stable, learn daily living skills, and work toward your personal goals in a structured and caring environment.

What We Offer:

- **24/7 Support:** Staff are available around the clock to help you stay safe, manage symptoms, and get support when you need it.
- **Daily Living Skills:** We help you build skills like cooking, cleaning, budgeting, and managing your day-to-day responsibilities so you can live more independently.
- **Medication & Wellness Support:** We offer help with medication management, wellness routines, and healthy habits to support your overall well-being.
- **Structured Activities:** Programs include planned activities that promote social skills, confidence, and personal growth.
- **Transition Planning:** We work with you to prepare for the next steps, such as moving to your own apartment or connecting to community resources.

Your Rights and Responsibilities

Our Promise to You

BHcare provides services to all clients in a fair and respectful way. We do not treat people differently because of age, race, color, national origin, culture, religion, gender identity or expression, sexual orientation, disability, marital status, veteran status, or ability to pay.

BHcare staff are committed to providing care that is kind, respectful, skilled, and trauma-informed. When you begin services, we will explain your rights and responsibilities in a way you can understand.

These rights follow Connecticut and federal laws and behavioral health standards.

Your Rights as a Client

You have the right to:

- **Be treated with dignity and respect** at all times.
- **Feel safe** and free from abuse, neglect, intimidation, retaliation, or harm.
- **Receive care that fits your needs**, based on an individual treatment plan.
- **Take part in planning your care** and setting your goals.
- **Understand your care**, including your diagnosis (if shared), treatment options, and progress, explained in clear language.
- **Help make decisions about your care**, including agreeing to or refusing services, unless the law limits this.
- **Know who is providing your care**, including staff names and roles.
- **Have your information kept private**. Your records are confidential and shared only with your written permission, unless the law allows or requires sharing.
- **Be told if any rights are limited** for safety or clinical reasons, and to receive a written explanation.
- **Know the cost of services** and receive an explanation of your bill.
- **Have a support person involved** in your care when allowed by law.
- **Raise concerns or file a complaint** without fear of retaliation.
- **Contact the Client Rights Officer** or outside agencies if you believe your rights have been violated.

Privacy and Confidentiality

BHcare protects your privacy under **state and federal law**, including laws that give **extra protection** to mental health, substance use, and victim services records.

Your information may only be shared without your permission when allowed by law, such as:

- To support your treatment or care coordination
- To prevent serious and immediate harm
- For payment or health care operations
- When required by law or court order

You have the right to ask questions about how your information is used or shared.

Your Responsibilities as a Client

To help keep everyone safe and supported, you agree to:

- **Treat staff, clients, and visitors with respect.**
- **Take part in your care**, to the extent you are able.
- **Keep appointments** or give notice if you need to cancel.
- **Pay agreed-upon fees** or talk with staff if you have concerns.
- **Respect the privacy of other clients.**
- **Not bring illegal drugs or alcohol** onto BHcare property.
- **Not share prescription medications** with others.
- **Not bring weapons of any kind** to any BHcare program or facility.
- **Not act in a violent, threatening, or aggressive way**, including verbally.

Questions or Concerns

If you have questions about your rights or responsibilities, need help understanding this information, or want to file a complaint, please ask to speak with the **BHcare Client Rights Officer**. You may also request this information in another format or language.

Client & Family Engagement Guidelines

Why This Matters

Being involved in services helps make care more helpful and effective. These guidelines explain how clients, families, and BHcare work together to support treatment. They are meant to encourage clear communication and teamwork, for the benefit of the client and family.

Taking Part in Treatment

Clients (and parents/guardians/caregivers, for Parent Child Resource Center) are encouraged to:

- Take part in therapy and services as an important part of care
- Work with the clinician or care team to create and follow a treatment plan
- Try their best to:
 - Attend scheduled appointments on time
 - Be involved during sessions
 - Practice skills or strategies between sessions when asked
 - Share concerns, questions, or changes with the care team

BHcare understands that participation can change over time and will work with clients to address challenges when they arise.

Appointments and Scheduling

If you cannot attend a scheduled appointment, please let us know **at least 48 hours in advance**, when possible. This helps us offer appointments to others and reschedule your care.

If you have **ongoing or recurring appointments** that no longer work with your schedule, please let us know **as soon as possible** so adjustments can be made. We understand that emergencies and unexpected situations may happen. We appreciate communication whenever you are able.

If there are **frequent missed appointments, no-shows, or limited engagement**, the clinician may reach out to talk with you about your needs and whether changes to the treatment approach, schedule, or supports would be helpful.

Medication Communication

If you need a **medication refill**, please contact your pharmacy first and then reach out to BHcare at least 5 days before medications run out. Refills can take several days to complete, and some insurance plans require **prior authorization**, which may take additional time. Open communication about medication needs helps avoid gaps in care.

Parent/Guardian/Caregiver Involvement (For Parent Child Resource Center)

BHcare requires parents, guardians, or caregivers to be involved in a child or teen's treatment. This helps support progress and communication.

Parents, guardians, or approved adults who attend sessions with a minor are expected to:

- Be involved during sessions
- Support treatment goals outside of sessions

How We Communicate With You

BHcare staff are here to support you and care about your safety. To protect your privacy, staff are not allowed to use their personal phone numbers or personal email addresses to communicate with clients or families.

Staff will make their best effort to return phone calls or emails about routine concerns within **2 business days**. Response times may be affected by staff schedules, time off, or other work responsibilities. Messages sent outside of business hours or on weekends will be returned when the staff member is back for their next scheduled workday.

Email should be used only for scheduling or administrative needs, such as sending or receiving paperwork or letting us know about appointment changes. Please do not email information about your treatment or care. Staff are not permitted to respond to treatment or care questions by email—these conversations happen during sessions or, when needed, by phone.

If you are in crisis or need help after hours, please call **(203) 800-7177 and press 6**, or **911** if there is an emergency.

Working Together

BHcare is committed to providing safe and respectful care. We ask clients and families to:

- Treat staff and clinicians with respect
- Share changes in needs, schedules, or concerns
- Work together with BHcare to address challenges that may affect care

Safety on Our Grounds and in Our Programs

Our Commitment to Safety

BHcare is committed to keeping our clients, families, staff, and visitors safe. These safety rules help create a calm, respectful, and supportive environment in all BHcare programs and locations.

Some BHcare programs are in **shared buildings**. These buildings are still **private property**, and BHcare safety rules apply in all areas used for BHcare services.

Weapons and Firearms

To protect everyone's safety:

- **Weapons of any kind are not allowed** on BHcare property or in BHcare programs.
- This includes **firearms (even with a permit), knives, mace, pepper spray, or any item meant to cause harm.**

Alcohol, Drugs, and Illegal Substances

- **Alcohol is not allowed** on BHcare property or in BHcare programs.
- **Illegal drugs or substances are not allowed** at any time.
- Prescription medications may only be used by the person they are prescribed to and must be handled safely.

If a person brings or is found with alcohol or illegal substances and/or a firearm or weapon on BHcare property or in a program, **BHcare may require immediate removal from the premises and may contact emergency services if needed to protect safety.**

Smoking and Vaping

- **Smoking and vaping are not allowed inside any BHcare buildings or facilities.**
- Smoking or vaping is allowed **only in clearly marked outdoor areas**, if available.

This includes cigarettes, cigars, e-cigarettes, vapes, and similar devices.

Personal Belongings

BHcare recognizes that some clients may need to bring personal belongings with them when accessing services. We are committed to treating all clients with dignity and respect and understand that individual circumstances and needs vary.

To help maintain a safe, therapeutic, and welcoming environment for everyone, clients are encouraged to bring only those items necessary for their visit whenever possible. Due to limited space and safety considerations, BHcare may restrict certain items from being brought into service areas or buildings.

Clients are responsible for their personal belongings at all times while on BHcare property. BHcare does not provide secure storage for personal property and cannot accept responsibility for the loss, theft, damage, or misplacement of items brought onto the premises.

If a client arrives with belongings that cannot be safely accommodated in a program area, staff will work with the client in a respectful and supportive manner to explore available options while maintaining the safety and comfort of all clients, visitors, and staff.

We appreciate your partnership in helping us create a safe and supportive environment for everyone.

Animals on Site

Pets and animals are not allowed on BHcare property or in BHcare programs.

Service animals may be allowed as required by law and with approval. A service animal is a **dog trained to help a person with a disability**, such as guiding someone who is blind or alerting someone to a medical need. Emotional support animals and pets are not service animals under the law.

- Service animals are **not allowed in group services or group programs** due to health, safety, and treatment needs. This may include allergies, germs, distractions, or safety concerns. When a service animal cannot be in a group, BHcare will work with the client to find another reasonable accommodation.
- A service animal may be declined or asked to leave if it is not under control, not housebroken, unsafe to others, disruptive to services, or if health or safety rules cannot be followed. If this happens, services will still be provided and other accommodations will be considered.

If you need a service animal accommodation, please contact the **BHcare Compliance Team** before bringing the animal on site.

Supervision of Minors

To help keep everyone safe:

- Children and teens must be **supervised at all times** while on BHcare property, including waiting rooms and lobby areas.
- Children and teens should **not be dropped off and left alone** unless this has been approved by BHcare.
- A parent, guardian, or approved adult must **remain available as required** during visits.
- BHcare staff **cannot supervise or be responsible for children or teens** outside of scheduled sessions.

Leaving a Program or Site (Safety Concerns)

BHcare's priority is safety.

- If a client leaves a program or site when there is an **immediate safety risk**, or
- If a **minor leaves the premises without permission**,

BHcare may contact **emergency services** to help protect the client's safety.

Following Safety Rules

If these safety rules are not followed, BHcare staff may take steps needed to protect safety. This may include asking someone to leave the premises or contacting emergency services for support.

Legal Basis

These safety rules are supported by state and federal law, including but not limited to:

- **Connecticut General Statutes § 29-28(e)** – Private property firearm restrictions
- **Connecticut General Statutes § 53a-217** – Criminal possession of a firearm
- **Connecticut General Statutes § 21a-279** – Controlled substances
- **Federal Drug-Free Workplace Act of 1988** (41 U.S.C. §§ 8101–8106)
- **Connecticut Clean Indoor Air Act** (Conn. Gen. Stat. § 19a-342)
- **Connecticut Public Act 21-3** – Vaping restrictions
- **Americans with Disabilities Act (ADA), Titles II & III**
- **28 C.F.R. §§ 35.136 and 36.302** – Service animals

General Information

Service Locations & Contact Information

Clinic	Location	Phone Number
Adults – Shoreline	28 Branford Rd. North Branford, CT.	(203) 483-2630
Adults – Valley	435 E Main St. Ansonia, CT.	(203) 736-2601
Children – Derby	28 Elizabeth St. Derby, CT.	(203) 954-0543
Children - Shoreline	28 Branford Rd. North Branford, CT.	(203) 954-0543

In an emergency, please call your locations phone number and press 6, or call 9-1-1.

Please click on your clinic's link above to see clinic details, hours of operation, and offerings.

Holidays

Please check www.bhcare.org or our electronically posted hours of operation for any changes to service availability on these dates.

Weather & Virtual Services

For the most up-to-date information on building closures and shift to telehealth/virtual services, please check:

- www.bhcare.org for official notifications and any move to virtual services
- Local news outlets (posted by 6:30 a.m.) and social media for announcements
- Your email and text messages for direct updates from BHcare

Emergency Procedures

If an emergency occurs, immediately find the closest staff member so they can lead you through the correct protocol. All BHcare locations have posted Fire Response and Emergency Action Plans, along with clear evacuation instructions and designated meeting areas.

Tobacco-Free Campus

BHcare is committed to everyone's health, so tobacco use is not allowed inside any buildings or vehicles, and is only permitted in designated areas at most locations.

Resources

- [Clothing Bank](#): 30 Harrison Avenue, Branford. (203) 483-2643
- [My Sister's Place](#): 380 Main Street, Ansonia. (203) 734-2960

[Additional Resources](#) (including Warmlines, Alcoholics Anonymous) can be found on our website.