

Richmond Behavioral Health fearlessly champions the health, wellness, and recovery of individuals and families in our community. Our vision is to create an inclusive, healthy community where individuals have the courage to believe in a better tomorrow and are inspired to reach their highest potential.



RBH understands your privacy is important. We are required by law to maintain the privacy of protected health information and to provide you with notice of legal duties and privacy practices with respect to protected health information. For additional information concerning our Privacy Policy, please contact the RBHA Privacy Officer at (804) 819-4084.

107 S. 5th St., Richmond, VA 23219  
Main Phone: 804-819-4000  
info@rbha.org

www.rbha.org

## RBHA Hours of Operation

RBHA is open from **8:00 a.m. to 5:00 p.m., Monday through Friday**, and for extended hours based on service needs. Certain groups are scheduled only in the evenings.

Individuals can receive immediate assistance 24 hours a day from RBHA Crisis Services by calling (804) 819-4100.

If you are hearing impaired, you can use our Telecommunications Device for the Deaf (TDD) access by direct connect at (804) 819-4145.

**If you are experiencing a psychiatric emergency, call our CRISIS line at 804-819-4100**

RBHA is located at 107 S. 5th St. in downtown Richmond, Virginia. This location is easily reached by bus since we're on several GRTC bus routes. Two-hour street parking is also available.

Here are the addresses of other RBHA locations:

RBHA North Campus - MRTC, HOPE, & Withdrawal Management  
1700 Front St., Richmond, VA 23222

RBHA North Campus - WRTC  
2825 Rady St., Richmond, VA 23222

Marshall Center  
4303 W. Broad St., Richmond, VA 23230

Chelsea Hill - Outpatient SUD Services  
2000 Mecklenburg St., Richmond, VA 23223

REACH Offices  
107 S. 5th St., Richmond, VA 23219

Recovery Plus  
15 W. Cary St., Richmond, VA 23220

# Your go-to guide for RBHA Services

Orientation Information



CRISIS INTERVENTION

MENTAL HEALTH

DEVELOPMENTAL SERVICES

SUBSTANCE USE TREATMENT AND PREVENTION

MEDICAL SERVICES



## Welcome to Richmond Behavioral Health Authority (RBHA).

Take a deep breath, and congratulate yourself. You've taken the first step on a journey. At Richmond Behavioral Health Authority, we're here to guide you along this journey and help you work toward wellness as quickly and easily as possible.

This brochure contains information you'll need along the way. Try to keep this in a handy place, so you can refer back to it. Okay – let's get started!

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### HOW TO ACCESS SERVICES

RBHA Rapid Access is your first step to getting treatment for mental health or substance use. Whether you're an adult or a parent or guardian, we can help you start on the journey to wellness quickly and easily – because you deserve a chance to have a secure, happy, and fulfilling life.

Rapid Access can be reached at 804-241-9621 and we accept walk-ins Monday - Friday, 8am - 2pm.

For individuals requesting Developmental Support Services, please contact:

Adult Services: 804-819-8759

Children's Services: 804-819-4046

Early Intervention Services: 804-855-CRIB (2742)

RBHA's services are here to help you reach your greatest potential. Therefore, you can expect that your services and case managers will change from time to time, based on your changing needs.

You have the right, upon request, to be provided appropriate aids and services for effective communication such as interpreters at no cost to you. Please let us know if you need assistance.

### FEES FOR SERVICES

You will be charged a fee for the services you receive at RBH. That fee will be based, in part, on your income, or on the income of your family. Fees may also be covered by Medicare or Medicaid. You will be sent a statement every month showing any amount due.

### RBHA'S SERVICES

When you start using RBHA's services, you'll be assigned a primary services provider, often referred to as a case/care manager or support coordinator. Certified peer support specialists are also available through many programs here. This staff person will answer any questions you may have and will work with you in developing goals and objectives for your individualized treatment plan. Your participation in planning for these services is very important. Your assigned case manager will also discuss changes in services and will begin discussing discharge plans.

### ENSURING SAFETY

For your safety and the safety of others, the following behaviors and items are not allowed:

- Violence: this includes verbal threats, physical aggression, and destruction of property
- Alcohol and or unprescribed drugs (these cannot be used or possessed on-site)
- Knives, guns, or any object with the intent to cause harm to self or others

Please note that RBHA is a smoke-free facility.

## Respecting your human rights.

### COMPLAINTS & SUGGESTIONS

Every individual receiving services is given a copy of their rights and responsibilities at the beginning of services. The individual working with you will explain these rights and responsibilities to you and will let you know what you can do if you feel you have not been treated fairly. Your primary service provider will give you information on the Medicaid appeal process, when appropriate. If you have a complaint, you may ask to address your concern with the supervisor of your services, or you can contact the RBHA Advocate at (804) 819-4078.

### YOUR VOICE MATTERS.

If you or your family member received services today at RBHA, we want to hear from you. To participate in our short survey, scan this QR code.

*\*\*Please ask staff for assistance or a paper copy if needed.*



### EMERGENCY CLOSING/INCLEMENT WEATHER

RBHA may occasionally have to stop and or shut down workplace services due to bad weather, a natural disaster, an interruption in power or water utilities, or some other event that makes it unsafe or impossible to operate agency services.

Information: In the event of severe weather, RBHA will announce opening or closing plans on local television stations. RBHA also has an information line, (804) 819-8715, that will provide a recorded announcement detailing plans for the day.

Please note, no matter what the situation, crisis services do not shutdown.

### EMERGENCY EVACUATION

If a fire or other situation requires an evacuation of the program, you will be notified by the fire alarm system and RBHA staff members. Please:

- Remain calm.
- Report to RBHA staff and follow their instructions.
- Remain with the group so all can be accounted for before evacuation to a safe area.
- Walk to the nearest stairwell with group.
- Do not enter an elevator.

Emergency evacuation maps are located throughout the building.

### OBSERVED HOLIDAYS

RBHA offices will be closed in observance of the following holidays:

New Year's Eve and New Year's Day  
Martin Luther King, Jr. Day  
Presidents' Day  
Easter Monday  
Memorial Day  
Juneteenth  
Independence Day  
Labor Day - Friday & Monday  
Election Day  
Veterans Day  
Thanksgiving Holiday – Thursday & Friday  
Christmas Eve and Christmas Day