



Helio Health FAMILY GUIDE

OUR MISSION

*To promote recovery from the effects of
substance use and mental health disorders
and other health issues.*



Helio Health®

Where hope meets healing

A note from our President and CEO

“Family systems are similar to a wind chime. When something affects one member, the whole family is affected. When we don’t know what happens when someone we love is in treatment, uncertainty breeds fear and anxiety. This guide was put together to answer questions to relieve some of that fear and anxiety. It was formed by our collective experience but inspired by a parent who expressed their feelings of helplessness and asked if we had a guide or anything for parents.

Throughout my years at Helio Health, I have had the opportunity to speak with family members and friends who feel fear, anger and sadness. They are full of questions about expectations for their loved one but also fearful to hope for a better tomorrow.

Helio Health, where hope meets healing. This isn’t just a tagline, it’s integral to how we carry out our mission.

I hope this guide helps answer questions and provides resources for you and your family. I hope your family’s journey at Helio Health brings you both hope and healing.”

Kathleen Gaffney-Babb - Interim President & CEO

SUBSTANCE USE & MENTAL HEALTH DISORDERS ARE A DISEASE

Overview

Substance use and mental health disorders affect all types of people. These illnesses are common, recurrent, and often serious, but they are treatable and many people do recover.

According to SAMHSA an estimated 43.6 million Americans ages 18 and up experienced some form of mental illness. In the past year, 20.2 million adults had a substance use disorder. Of these, 7.9 million people had both a mental disorder and substance use disorder, also known as dual diagnosis.

Definitions

Substance Use Disorders are a primary, chronic disease of brain reward, motivation, memory, and related circuitry. Dysfunction in these circuits leads to characteristic biological, psychological, social, and spiritual manifestations. This is reflected in an individual pathologically pursuing reward and/or relief by substance use and other behaviors.

Mental health disorders involve changes in thinking, mood, and/or behavior. These disorders can affect how we relate to others and make choices. Mental disorders take many different forms, with some rooted in deep levels of anxiety, extreme changes in mood, or reduced ability to focus or behave appropriately. Others involve unwanted, intrusive thoughts and some may result in auditory and visual hallucinations or false beliefs about basic aspects of reality. Reaching a level that can be formally diagnosed often depends on a reduction in a person's ability to function as a result of the disorder.

Treatment of substance use and mental health disorders saves lives.

Source: content taken from following websites:

www.asam.org/resources/definition-of-addiction, <http://www.asam.org/research-treatment/definition-of-addiction>

THE WARNING SIGNS

If your loved one shows or expresses any of the following behaviors or symptoms, this may signal that they are struggling with a substance abuse or mental health disorder. It is important to keep an eye out for abrupt changes or a pattern of signs.

COMMON SIGNS OF SUBSTANCE USE DISORDERS

- ☐ Using more and more of a substance
- ☐ Relationship issues
- ☐ Continued use despite negative consequences
- ☐ Always having a supply of the substance
- ☐ Personal issues or problems are dealt with only when intoxicated
- ☐ Beginning to isolate from people or partakes in activities in secret
- ☐ Changing appearance
- ☐ Having legal problems associated with a substance
- ☐ Taking risky behaviors (in order to obtain a substance)
- ☐ Stopping important social activities, recreational activities, or hobbies

COMMON SIGNS OF MENTAL HEALTH DISORDERS

- ☐ Drastic changes in mood, behavior, personality, or sleeping habits over time
- ☐ Withdrawal from friends, family and community
- ☐ Significant changes in school or work performance
- ☐ Sudden, overwhelming fear or anxiety for no reason
- ☐ Signs of rage, uncontrolled anger or agitation
- ☐ Significant weight loss or weight gain
- ☐ Seeing, hearing, or believing things that are not real
- ☐ Repeatedly using drugs or alcohol
- ☐ Severe, out-of-control risk-taking behaviors

Source: content developed by
National Council on Alcoholism and Drug Dependency, National Alliance on Mental Illness



HOW TO ACCESS TREATMENT

Call Us!

Syracuse: (315) 471-0568
Rochester: (585) 287-5622
Binghamton: (607) 296-3072
Utica: (315) 624-9835

Walk - in for an Assessment

Assessments determine level of care needed
Regional Open Access Center for Addiction
Available 24 hours a day 7 days a week
329 N. Salina Street
Syracuse, NY 13203
(315) 471-1564



If you believe your loved one is in crisis, seriously trying to harm or kill themselves, or making plans to do so, immediately call 911 and stay with them until help arrives.

TYPES OF TREATMENT

Helio Health offers services at each level of care for those in need of Substance Use Disorder treatment. Below are each of the services, with a description and the average length of stay. Please note: the length of stay depends on the person's individualized needs.

WITHDRAWAL AND STABILIZATION

Patients who are temporarily incapacitated from alcohol or other substances are assisted managing their withdrawal symptoms within a medically structured setting.

Average Length of Stay

3-5 days

INPATIENT REHABILITATION

Patients who are in need of a highly structured, therapeutic environment receive intensive individual and group counseling from medical and counseling professionals 24 hours a day, seven days a week.

Average Length of Stay

14-28 days

INTEGRATED OUTPATIENT TREATMENT SERVICES

Patients receive continued substance use disorder and mental health services in the Integrated Outpatient Clinic. These services include assessment, individual, group, and family counseling sessions, Psychiatric evaluations, medication management, Medication Assisted Therapies, and limited physical health services all provided on-site. Problem gambling treatment services are also provided within this clinic.

Helio Health is also a Certified Community Behavioral Health Clinic (CCBHC). Providing an array of services including a child and adolescent clinic, targeted case management, peer support, ancillary withdrawal, psychiatric rehabilitation, and crisis services.

Average Length of Stay

1 to 5 times weekly for an average duration of 4 to 6 months.

Mental Health patients may be involved in treatment for longer periods of time for ongoing medication management.

OPIOID TREATMENT PROGRAM

Patients receive treatment for opioid use disorder which includes daily dispensing of Medication Assisted Therapy. These services include assessment, individual, group, and family counseling sessions. Psychiatric evaluations and medication management are also provided within this program.

Average Length of Stay

1 to 6 visits weekly for dosing and scheduled counseling services with an unspecified duration of time for ongoing medication management.

RESIDENTIAL REHABILITATION

Provides a stable, supportive environment for patients who do not have significant withdrawal symptoms and are free of severe cravings. Staff is on-site 24 hours a day to assist patients in learning to manage emotional stress, mild cravings, and mental health symptoms.

COMMUNITY AND SCATTERED SITE REINTEGRATION

An independent living environment where patients can transition from a structured treatment setting and reintegrate back into the community. Case management offers ongoing coordination of care to work with the individual to obtain housing, vocational counseling and community supports.



MEDICATION ASSISTED TREATMENT (MAT)

The use of medications in combination with counseling and behavioral therapies for the treatment of substance use disorders.

Opioid dependence is a medical concern that is often treated with Medication Assisted Therapies (MAT's) in conjunction with counseling, family and community supports. Because opioid dependence is a brain disease, using MATs that help increase brain functioning becomes an essential part of a successful recovery.

COMMONLY USED MEDICATIONS

Suboxone is a commonly used MAT. Also known as Buprenorphine, it blocks the opioid receptors of the brain, "blocking" the effects of heroin or other opiates. Essentially, if an individual attempts to use an opioid to "feel good", Suboxone prevents this from occurring and therefore discourages the individual from using the opioid.

Methadone has been used as a MAT for a number of years to treat addiction to opiates. Methadone works by "occupying" the brain receptor sites affected by opiates. Methadone blocks the euphoric and sedating effects of opiates while relieving cravings and symptoms associated with withdrawal. Methadone is dispensed at an Opioid Treatment Program. Through progress with treatment goals, patients are provided take home privileges that increase in length over time. In some cases, Methadone may be needed for several years or longer.

Vivitrol is indicated for long-term abstinence in conjunction with long-term social supports. Vivitrol is administered one time monthly in an extended release injectable form of Naltrexone. What separates Vivitrol from other MATs is that it is not a narcotic, does not have any pleasure producing effects, is not addictive, and has not been associated with a pharmaceutical that has been abused.



HOW TO SUPPORT YOUR LOVED ONE IN TREATMENT

- Do not enable. **Do not provide excuses** or cover up for your loved ones.
- Do not shield them from the consequences of their actions.
- Do not accuse or judge. Avoid name calling.
- **Educate yourself** on substance use/mental health disorders and recovery.
- Provide a **sober environment** that reduces triggers for using.
- **Understand** your lives will change. Create a life where it's easier to recover.
- Make sure that everyone has time for fun. People may use alcohol and drugs to relax and escape. Your loved one needs to find alternative ways to relax and escape.
- **Set boundaries** that you all agree on with the goal of improving the health of the family as a whole. Do not use boundaries to punish or shame.
- If you want to provide financial support, buy the goods and services the person needs instead of giving them the money that they might use to buy alcohol or drugs.
- **Recognize and acknowledge the potential** your loved one has within them.
- Behave as you would if your loved one had any other serious illness. What would you do if you were diagnosed with heart disease or cancer?
- **Be a part of your loved one's treatment** as an experience. Once your loved one signs a consent, you can meet with a counselor or participate in couple or family sessions.

"Helio Health was with us every step of the way helping us deal with each situation that came along- and there were several of them! Today I'm so proud of my son and my family for how far we've come trying to figure this illness out. I'm so grateful and proud of HH for not just understanding what needs to be done, but actually doing it."

~ Mother of a former Helio Health patient

HOW TO TAKE CARE OF YOURSELF

When you have a loved one in treatment you should always remember:

1. Take care of yourself
2. Avoid self-blame
3. Provide a sober environment
4. Be an example of balance and self-care
5. Ask for help, talk to a professional or attend meetings
6. Set healthy boundaries
7. Find enjoyable activities to participate in

Family Counseling Sessions

There are many areas you may be wondering how best to deal with which can be reviewed together in family counseling sessions. Questions that often come up are:

- What would it look like if he or she is at risk of using?
- How would you know that they were having difficulty?
- What do they believe are stressors to use substances?

Together, develop a plan to avoid these situations. Validate to your loved one the importance of asking you for help and communicating to you what their needs are.

DID YOU KNOW?

The 3 C's of Dealing with an addiction are:

You did not cause the addiction.

You cannot control the addiction.

You cannot cure the addiction.

FAMILY SUPPORT SERVICES

FAMILY SUPPORT GROUP

The family support group is hosted at Helio Health's Recovery Center, each Thursday from 5-6pm at 714 Hickory St. Syracuse, NY. Anyone whose life is affected by a loved one's substance use or mental health disorder are welcome.



**Family Support Group
Helio Health Recovery Center
Thursday, 5-6PM**

OTHER SUPPORT ORGANIZATIONS

www.gam-anon.org For family members and gamblers

www.coda.org For co-dependent individuals

www.adultchildren.org For adult children of alcoholics and substance use disorders

www.al-anon.org For those worried about someone with a drinking problem

www.nar-anon.org A 12-step program for families and friends

www.familiesanonymous.org A 12-step for family members and friends of those with substance use disorders

[1-800-662-HELP](https://www.samhsa.gov/1-800-662-HELP) SAMHSA National Helpline

More resources listed on page 18

FAMILY SUPPORT SERVICES

GET INVOLVED

Whether it's volunteering, participating in an event, or helping raise funds and awareness, you can play an important role in helping to recover lives in our community. Support like this helps us fight stigma and increase access to life-saving treatment.

Sign up for our newsletter or connect with us directly to learn more about how you can become involved with Helio Health. Contact Susan LaPlaca, Development Director, at 315-474-5506 or by email at slaplaca@helio.health for more information.



INSURANCE INFORMATION

Questions to ask your health insurance provider about your plan:

1. What levels of substance use disorders and/or mental health disorders treatment does my policy cover?
2. How much will my policy cover?
3. Is preauthorization required?
4. What is the admissions criteria for the level of care?
5. How does the insurer determine medical necessity?
6. What is the appeals process and phone number?

National Exchange Website
1-800-318-2596
www.healthcare.gov

OASAS External Insurance Appeals
Questions 1-800-400-8882
www.dfs.ny.gov/externalappeal or
externalappealquestions@dfs.ny.gov

PROTECTING OUR PATIENTS

MISSION

The Justice Center is committed to supporting and protecting the health, safety, and dignity of all people with special needs and disabilities through advocacy of their civil rights, prevention of mistreatment, and investigation of all allegations of abuse and neglect so that appropriate actions are taken.



AGENCY RESPONSIBILITIES

All staff at OASAS and OMH Certified agencies (including Helio Health) are considered “mandated reporters”. In accordance with New York State law, whenever a mandated reporter has reasonable cause to suspect any abuse, neglect, or mistreatment has occurred, he or she is required to make a report immediately.

Agencies are required to contact the New York State Justice Center without a release of information signed. All information that is given to the Justice Center is related to the reported incident only and is done so to protect the patient’s rights.

RESPONSIBILITY OF THE PATIENT

The New York State Justice Center is established to protect the patient from abuse, neglect, and maltreatment. If he or she feels that they have been mistreated in any way, they have the ability to contact the New York State Justice Center directly and submit a report. If he or she waves their right to file a report with the Justice Center, Helio Health staff are still required to make the phone call.

Please understand that the New York State Justice Center is in place to protect each patient while receiving our services, not to punish or hinder their care.

CONTACT INFORMATION

If you feel like you are concerned that your loved one has been abused, neglected, or maltreated, please refer to the contact information listed below:

New York State Justice Center Abuse Hot line 855.373.2122

New York State Justice Center Website www.justicecenter.ny.gov

Helio Health Anonymous Compliance Hot line 844.462.3035



COMMUNICATION & CONFIDENTIALITY

Why we may not be able to speak to you about your loved one's care

There are two federal laws, 42 C.F.R. (Code of Federal Regulations), Part 2 and the Health Insurance Portability and Accountability Act (HIPAA) that guarantee the strict confidentiality of information regarding people receiving services for alcohol or drug abuse. These laws set nationally recognized standards for protecting information concerning patients receiving substance abuse services.

These laws require that:

Programs receive written consent from the patient to share any information with outside sources, including parents, significant others and employers. This includes even acknowledging that a person is receiving treatment.

Staff are trained to respond to inquiries by telling the individual that they "cannot confirm nor deny that such a person is receiving services". We understand that this can be very frustrating to loved ones concerned about their family member's progress and well being.

DID YOU KNOW?

If a patient refuses to sign a consent form for a particular individual, the program is legally not allowed to disclose the person's participation in treatment.

It is up to the patient to decide whether or not, and what type of information, they will consent to being shared.

PATIENT'S RIGHTS

Each patient has the following rights

- To develop and receive services outlined in an individualized Service Plan
- To staff who are competent and respectful to the patient's dignity and integrity
- To a safe, sanitary environment free from alcohol and other substances
- To know the name and position of any person providing treatment and the ability to speak with supervisory staff
- To receive information about their treatment and diagnosis in understandable terms
- To receive referral information, whether through Helio Health or other providers
- To receive prompt services
- To receive a copy of the program's rules regarding inappropriate behaviors and consequences
- To receive, in writing, discharge recommendations and the appeals process
- To voice any complaints or grievances without repercussions
- To receive a copy and explanation of all service charges
- To receive a copy of your patient records for a reasonable fee
- To be free from physical, sexual, or psychological abuse
- To be treated by clinicians who are free from chemical dependence
- To be free from coercion, intimate relationships, and personal financial transactions
- To be free from performing any labor solely for staff or provider benefit

The following patient rights are specifically designed for inpatient or residential programs

- To choose and practice your own religion
- To communicate with outside persons in conjunction with the service plan
- To freely communicate with governing or public officials, clergy, or attorney
- To receive visitors at specified times
- To be free from restraints or seclusion
- To have a reasonable degree of privacy and storage in living quarters
- To retain ownership of personal property
- To a balanced and nutritious diet

FREQUENTLY ASKED QUESTIONS

How are families impacted by a loved one's substance abuse?

Substance abuse is a disease that affects those who live “near” the individual. The “nearness” is psychological, if not always geographical, it also affects those who live with the memory of a deceased chemically-dependent person.

My loved one is now in recovery, but I am still struggling to deal with their disease?

The family illness is a separate condition from the disease of the person with a substance use disorder. Recovery can occur whether or not the individual recovers. Without treatment, the family illness continues and progresses, even if the chemically dependent person moves in to recovery.

How can I support my loved one in the recovery process?

Statistics show that the recovery rate for an individual with family involvement improves to a higher level than without. It is important that the communication with your loved one remains open, as the individual in treatment will experience many highs and lows.

What should I expect now that my loved one is sober?

Your loved one will go through many changes in the first year, beginning from the moment that they have been discharged from Inpatient and/or while they are attending Outpatient care. Some of these changes that will occur will be decision-making, emotional overreaction, sleep difficulties, memory difficulties, prone to accidents, and/or start to experience a serious sensitivity to stress.

I heard on the news about “naloxone” or “Narcan”. What is that?

It is a prescription medicine that reverses an opioid overdose and is a safe and effective intervention used by emergency medical professionals. Free Narcan trainings are provided in our Training Institute to the public. Visit www.helio.health for dates.

It's been six months and my loved one relapsed. How should I react?

Relapse is a part of the Recovery process, which is why it is so important that the communication between all in the family begin to mend so that your loved one will feel safe in coming to you with their concerns, difficulties and feelings. A relapse doesn't necessarily mean having to “start from scratch”, rather it could be a bump in the road to their long-term recovery.

How will I know if my loved one is struggling to stay sober?

During the first year, they may start to feel like they do not have a problem with alcohol or drugs. Some symptoms to watch for include:

- Trying to convince everyone that “everything is all right” when its not.
- Avoiding people who give them honest feedback
- Becoming irritable and angry, or see everything as a crisis
- Feeling overwhelmed or being “stuck” (there is nowhere to turn, no way to solve their problems)
- Feeling easily trapped
- Thinking that they can use safely or that things were better when they were using

My loved one is sober, but I think they may be suffering from something else.

According to SAMHSA, approximately 7.9 million adults have co-occurring disorders; that is they have both a mental health and substance use disorder. It is imperative that they be able to communicate to you these feelings so that they can be assessed for possible mental health concerns.

Compulsive and/or Impulsive behaviors may also develop as a way of substituting for the lack of alcohol or drug use. This could be observed as an “out of control” use of food, sex, caffeine, nicotine, work, or gambling. If any mental health concerns are left untreated, individuals may begin to think that alcohol/drug use is the only way to feel better. They begin to justify why they need to drink or use and convince themselves that this is a logical thing to do.

“When I was first admitted into the detox at Helio Health, I realized I was in a completely different type of place than I had been in before. They were there to help me. These people truly cared about me and wanted to see me succeed. I had never been in a program before that had such a seamless continuum of care.”

~ Former Helio Health Patient

COMMON DRUGS AND THEIR POPULAR STREET NAMES

Adderall: Uppers, Beans, Black Beauties, Dexies, Speed, Zing

Alcohol: Booze, Juice, Hooch, Sauce

Barbituates: Barbs, Phennies, Red Birds, Reds, Yellow Jackets

Cocaine: Blow, Bump, Charlie, Coke, Snow, Toot

Codeine: Captain Cody, Lean, Purple Drank, Sizzurp

Crack: Candy, Flake, Rock

Crystal Meth: Batu, Blade, Crystal, Glass, Hot Ice, Quartz, Shabu, Tina

Dextromethorphan: CCC, Dex, Robotripping, Skittles, Triple C, Velvet, Red Devils

Fentanyl: Apache, China Girl, China Town, King Ivory, Murder 8, Tango and Cash, TNT

Gabapentin: Johnnies

Heroin: Brown Sugar, China White, Dope, Junk, Smack, Tar

Hydromorphone: D, Dillies, Footballs, Juice

Ketamine: Jet K, Kit Kat, Special K, Vitamin K

Kratom: Biak-biak, Ketum, Kahuam, Thom

Marijuana: Aunt Mary, Blunt, Bud, Ganja, Grass, Herb, Mary Jane, Reefer, Skunk, Weed

MDMA: Adam, Beans, Disco Biscuit, E, Eve, Molly, X, XTC

Methadone: Amidone, Fizzies, Dollies, Chocolate Chip Cookies

Methamphetamine: Crank, Crystal, Glass, Meth, Speed, Tweak

Morphine: Miss Emma, Monkey, White Stuff

Oxycontin: Oxy, Blus, 512s, Kickers, Killers, Hillbilly Heroin

Oxymorphone: Blue Heaven, Blues, Heavenly Blues, O Bombs, Octagons, Stop Signs

PCP: Angel Dust, Love Boat, Peace Pill, Sherm

Ritalin: R-Ball, Diet Coke, Skippy, Pineapple, Kibbles and Bits, Skittles, Smarties

Synthetic Cathinones: Bloom, Cloud Nine, Cosmic Blast, Ivory Wave, Lunar Wave, Scarface, Vanilla Sky, White Lightening

Synthetic Marijuana: K2, Spice, Black Mamba, Bliss, Bombay Blue, Genie, Moon Rocks, Yucatan

Vicodin: Vikes, Vics, Vicos, Hydros, Lorris, Fluff, Scratch, Idiot Pills, Tabs, Watsons, 357s

Xanax: Xannies, Bars, Z-Bars, Handlebars, Planks, Bricks, Blue Footballs, Yellow Boys, White Boys, White Girls

COMMUNITY RESOURCES

National	
SAMHSA Substance Abuse and Mental Health Services Administration www.samhsa.gov	877.726.4727
Alcoholism & Addiction Resource Guide www.addictionresourceguide.com	914.610.1775
Overeaters Anonymous www.oa.org	505.891.2664
New York State	
OASAS Office of Addiction Services and Supports www.oasas.ny.gov	518.473.3460
OMH New York State Office of Mental Health www.omh.ny.gov	315.426.3930
Upstate Poison Control Center www.upstate.edu/poison/	800.222.1222
Council on Addictions of New York State www.canys.net	
Bureau of Narcotic Enforcement health.ny.gov/professionals/narcotic/	866.811.7957
NYS Justice Center www.justicecenter.ny.gov	855.373.2122
Onondaga County	
CONTACT Community Services www.contactsyracuse.org	315.251.1400
Ophelia's Place www.opheliaplace.org	315.451.5544
Alcoholics Anonymous www.aa.org	315.463.5011
Narcotics Anonymous www.na.org	315.472.5555
Al-Anon/Alateen www.al-anon.alateen.org	315.471.0191
NAMI National Alliance on Mental Illness www.namisyracuse.com	315.487.2085
Broome County	
Alcoholics Anonymous www.aa.org	607.722.5983
Narcotics Anonymous www.aa.org	607.778.2193
Al-Anon/Alateen www.al-anon.alateen.org	607.722.0889

COMMUNITY RESOURCES

Cayuga County	
Alcoholics Anonymous www.aa.org	315.463.5011
Finger Lakes Area of Narcotics Anonymous www.flana.net	877.266.3660
NAMI Cayuga County Family Support Group www.nami.org	315.255.7443
Cortland County	
Alcoholics Anonymous www.aa.org	607.753.1344
Narcotics Anonymous www.na.org	315.266.3660
Cortland County Mental Health Department www.cortland-co.org/433/mentalhealth	607.758.6100
Madison County	
Alcoholics Anonymous www.aa.org	315.463.5011
Narcotics Anonymous www.na.org	315.472.5555
Al-Anon/Alateen www.al-anon.alateen.org	315.533.1227
Monroe County	
Alcoholics Anonymous www.aa.org	585.232.6720
Narcotics Anonymous www.rochesterny-na.org	585.235.7889
Al-Anon/Alateen www.al-anon.alateen.org	585.288.0540
Oneida County	
Alcoholics Anonymous www.aa.org	315.366.5454
Narcotics Anonymous www.na.org	315.472.5555
Al-Anon/Alateen www.al-anon.alateen.org	315.533.1227
Oswego County	
Alcoholics Anonymous www.aa.org	315.463.5011
Narcotics Anonymous www.na.org	315.472.5555
Al-Anon/Alateen www.al-anon.alateen.org	315.471.0191

THE RECOVERY CENTER

The Recovery Center at Helio Health is a recovery community and outreach center offering individuals and their families and friends a safe and engaging environment that promotes the benefits of recovery. The Recovery Center offers various groups, meetings, and special events that are inclusive of the Recovery Center. Free coffee, WiFi, and computer lab are benefits offered to participants. The Recovery Center is open to the public for anyone age 18 or over and all offerings are free.



DROP-IN HOURS

Monday - Friday: 9:00am - 7:00pm

Saturday: 9:00am - 5:00pm

Sunday: 10:00am - 4:00pm

714 Hickory Street
Syracuse, NY 13203
315.701.1518

Some of the programs or events of the recovery center include: Men's and Women's Groups, Art Classes, Heroin Anonymous, Employment Readiness, Financial Literacy, Food for Thought, Meditation, special holiday events, education seminars, and more.

Contact Katelin Arnold at 315.480.8135 or karnold@helio.health for more information or to schedule a tour.



AFTERCARE SERVICES

Our Aftercare Services program is a bundle of services that are designed to support people in their individual recovery process.

When someone engages in the Aftercare Services program, they work with peer specialists to receive:

- A plan to determine treatment needs in case of crisis called a Wellness Recovery Action Plan (WRAP)
- Check-in calls
- Non-12 step recovery-oriented groups to form community
- Warm-line support to ask questions or seek information that is beneficial to recovery
- Referrals to care, community resources, or other services

LEARN MORE

www.helio.health
315.701.1518

TREATMENT NOTES

Provider: _____

Counselor: _____

Phone #: _____

NOTES

Helio Health

Building a behavioral health center of excellence

Syracuse: 315-471-0568

Rochester: 585-287-5622

Binghamton: 607-296-3072

Utica: 315-624-9835

Supportive Living On-Call Line

Syracuse: 315-415-9265

If you or a loved one needs help,
call Open Access 24/7 at
315-471-1564 or walk-in to
329 N. Salina Street,
Syracuse, NY



Helio Health®

Where hope meets healing

www.helio.health