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Emergency (After Hours):
620.343.2626
1000 Lincoln St.
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***CrossWinds Counseling & Wellness Providing Vital Behavioral Health Services During
Public Health Emergency***

Emporia – CrossWinds Counseling & Wellness is encouraging residents experiencing mental health symptoms related to the stress of the COVID-19 pandemic to connect with them via telephone or televideo. CrossWinds is dedicated to ensuring our service area continues to have access to timely behavioral health services 24 hours a day, seven days a week.

CrossWinds Counseling and Wellness mission is to provide dynamic, culturally sensitive, high-quality behavioral health care in the most effective, caring and efficient manner to the individuals that we serve, in Lyon, Chase, Coffey, Greenwood, Morris, Osage, and Wabaunsee counties. CrossWinds is working closely with Public Health Departments and Local Emergency Preparedness Committees in all our seven counties in response to the COVID-19 pandemic. CrossWinds is actively participating in regular updates via Kansas Department of Health and Environment (KDHE), Centers for Disease Control and Prevention (CDC) and a variety of other resources as we monitor the development of this pandemic closely.

In order to keep clients, their families, and CrossWinds staff safe; to comply with guidance provided by local, state and federal public health officials; and to help contain the spread of COVID-19, CrossWinds is adopting innovative service delivery measures, including the use of technology, such as telephone and televideo appointments, to meet the needs of their clients. Even though services may look different, they will continue. Televideo options to meet with service providers can be done by downloading the ZOOM app on your phone or visiting the ZOOM site on your computer. The instructions are on our website at www.crosswindks.org. Clients can access them by clicking on the "Televideo Instructions" button located at the top of the page. If those options do not work for a client, then simply having your phone available will suffice. These appointments are a priority, and as mental health symptoms rise, CrossWinds wants to assure the public that we are available to answer questions and guide people in receiving the services they need.

CrossWinds is also announcing the launch of a mental health COVID-19 response line to assist anyone in need of non emergent mental health services to assess their situation, provide information, and create a personalized plan for clients/residents to deal with the impacts of COVID-19. Information will include common signs and symptoms, interventions, and other mental health resources to utilize during this pandemic situation. Staff members working the response line will help connect callers to services as needed as well as to other community resources available. By calling the COVID-19 mental health response line at (800) 279-3645 or the main office at (620) 343-2211 callers can select option 4 (Mental Health COVID response team) and speak to a CrossWinds team member who is trained in responding to community emergencies. If callers do not reach a staff person, please leave a message. All calls will be answered or returned within 24 hours of normal business hours, Monday through Friday 8am-4pm. Please bear with us as we launch this new service to the community.



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If you are having suicidal or homicidal thoughts and/or experiencing a psychiatric emergency, please follow the option to talk with a receptionist (option 2) or hang up and dial 911. As always, CrossWinds Counseling and Wellness is dedicated to providing strong behavioral health supports by adapting to the needs in the community and staying focused on providing the best and most rapid response possible.

Crosswinds is a 501c3 not for profit organization founded in 1960 as a community mental health center. Providing services in Lyon, Chase, Coffey, Greenwood, Morris, Osage, and Wabaunsee counties. CrossWinds employs 175 people with an annual operating budget of \$8,600,000. CrossWinds employs a variety of providers including psychologists, clinical social workers, marriage and family therapists, professional counselors, case managers, attendant care workers, wrap around facilitators and peer support workers among many others that assist in providing dynamic and community driven behavioral health services in the safest and most effective means possible. To learn more about services available, visit www.crosswindks.org