About Southside Behavioral Health

With 50+ years of achievements, Southside Behavioral Health is committed to having a positive impact on the communities where we live and work. Our mission is to provide individualized, culturally competent care in our communities by supporting wellness and quality of life in a recovery-oriented environment and professional manner.

Welcome to SBH

We are interested in making your involvement here meaningful. We also commend you for taking this step to improve your life. All of us working here have a responsibility to ensure that you receive the best possible care while in treatment. In order to provide quality care, we need your help, because you share in the responsibility for your recovery. On the following pages is an orientation to the services in which you have chosen to participate. At intake we will assist you with signing in our electronic health record that you have received this information.

Locations

Brunswick Creative Innovations
1648 Lawrenceville Plank Road
Lawrenceville, VA 23868
434-848-4661

Halifax Creative Innovations
3030 Philpott Road
South Boston, VA 24592
434-572-2971

Mecklenburg Creative Innovations
John H. Northington Center
703 Lombardy Street
South Hill, VA 23970
434-447-7608

Administrative Office

143 Industrial Parkway
Clarksville, VA 23927

434-572-6916
www.southsidebh.org

SOUTHSIDE BEHAVIORAL HEALTH

Creative Innovations

Orientation to Services

Each of the Creative Innovation Centers of Day Group Services, Community Integration Services and Community Coaching Services through the Intellectual/Developmental Disability waiver. All referrals are made through ID/DD Support Coordination who can be reached at 434-572-6916 ext. 1706.

Opportunities for participation in services & discharge planning

All three Creative Innovations Centers offer Person Centered programming designed to accomodate the Important To's and For's of our Individuals. We offer a classroom setting along with weekly opportunities for community involvement. We focus on the overall health and wellness of everyone we serve. The individual leads a team of dedicated service professionals to identify and incorporate an Individual Service Plan composed of desires and outcomes. If at any time the individual decides that the plan is no longer working, it can be modified. Discharge planning would include the Individual and their support team.

Service Guidelines

Criteria for Admission

Includes an ID/DD waiver that covers Group Day, Community Engagement, and/or Community Coaching. An Individual must be at least 18 years of age with a recent physical and a PPD screening.

Criteria for Discharge or Transfer

Every Individual may be discharged or transferred upon request by the Individual or Authorized Representative.

Fire Safety and Emergency Preparedness Procedures

All SBH facilities have emergency evacuation plans posted in common areas such as lobbies and hallways. SBH employees are routinely trained in fire drills, tornado drills, and our own Emergency Preparedness Procedures. A copy of our current Emergency Preparedness Procedures is maintained onsite and in a location easily accessible to all employees.

Hours & Days of Operation

All three Creative Innovations Centers are open Monday-Friday from 8:30am-5:00pm. The Group Day/Community Engagement/Community Coaching programs operate Monday- Friday from 8:30am-3:30pm.

After-Hours Services

Southside Behavioral Health maintains a 24/7 emergency line. If you need assistance please call 1-833-377-7272 to reach one of our trained crisis clinicians.

Grievance Policy

Individuals receiving services and/ or their representatives have the right to register a complaint about any of the services received at any SBH facility or from any staff member providing services, regardless of title or position. Any complaint by an individual receiving services, family member, advocate or other stakeholder can be made:

- To any staff member at any SBH location;
- Calling the SBH Director of Quality and Compliance at 434-572-6916 (ext 1528);
- Calling the SBH Administrative Office at 434- 572-6916 and asking for the Director of Quality and Compliance or the Human Rights Advocate;
- Emailing complaint@southsidebh.org or humanrights@southsidebh.org
- Going online at www.southsidebh.org; clicking on “Contact Us” on the SBH homepage; and completing the “Get In Touch” form.

Every effort will be made to resolve all complaints within 10 business days of their receipt. Status updates can be requested through the Quality and Compliance Department.