

# Welcome to the Community Crisis Center

## VISITOR INFORMATION

Complimentary  Wi-Fi available  
Network: **CNG-BYOD** Password: **CNGbyoD333**

### AS YOU ARRIVE & GET SETTLED

Our Peer Support Specialist will greet you & others with you. Peers provide support and guidance to help visitors feel more comfortable.

Clients will be asked to place personal belongings (bags, electronics, valuables, etc.) in a secure locker. This keeps your items secure & helps minimize distractions to ensure everyone's safety.

**Please note:** our Center is a therapeutic space free from alcohol, drugs, or any other addictive substances.

### INITIAL PROCESS ("TRIAGE")

Each client will be seen by a nurse (RN).

Focused on your immediate wellbeing, our team may:

- Evaluate each client's medical stability on arrival
- Determine if our Center offers the best care for your needs
- Assess physical & mental health, screen for vital signs and things like acute medical concerns, intoxication or withdrawal, &/or Medication for Addiction Treatment (MAT) potential.

Based on **medical urgency**, clients may be seen out of the order in which individuals arrived.



HOPE STARTS HERE

516-390-6544  
cnguidance.org

950 S. Oyster Bay Rd.  
Hicksville, NY 11801

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### OUR APPROACH TO WAIT TIMES

We aim to provide high-quality care in a timely manner, balancing efficiency with personalized care. Clients' needs vary; at times, this may mean a longer wait.

**Our goal** is to see clients through a streamlined process of intake, assessment, and treatment. This minimizes delays & ensures each client receives care they need.

*Wait times may vary as we address each client's specific situation, the complexity of your care, and the wellbeing of other clients.*

### FOR YOUR SAFETY & SECURITY

We strive to maintain a calm, peaceful, and healing environment for all, without stress or distractions.

We ask everyone to contribute to a respectful and peaceful environment where recovery can thrive.

*Disrespectful, aggressive, or disruptive behavior will not be tolerated.*

All clients and staff deserve a safe, secure space, & we are committed to maintaining an environment conducive to recovery & stabilization with your help.

Each visitor or client is **expected** to treat others & staff with respect and kindness.



Visit us online



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