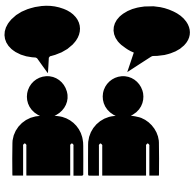


# HOW CAN I SUPPORT A FAMILY MEMBER OR FRIEND WHO HAS A PROBLEM WITH ALCOHOL AND DRUGS?



## **LEARN** more about addiction.

- Addiction is a medical condition caused by repeated and uncontrolled use of alcohol and drugs.
- Addiction is a life-long disease that can be treated and managed similarly to asthma, high blood pressure or diabetes.
- Addiction does not have a face. This disease can affect ANYONE at ANYTIME regardless of race, gender or age.
- Addiction may be treated and managed in different ways. There are many paths to recover which may include medication, counseling and/or meeting with a recovery coach.
- Addiction recovery is a process, and may involve more than one attempt. Celebrate all accomplishments.



## **TALK** to other people who have loved ones with addiction.

- Attend support groups and other educational opportunities
  - » Al-Anon: [www.alanonmidpeninsula.org](http://www.alanonmidpeninsula.org)
  - » National Alliance on Mental Health (NAMI): 650-638-0800
    - Family to Family Program: <https://namisanmateo.org/support/for-families/>
  - » Parent Support Line: 650-579-0358



## **HELP** a loved one get treatment for problems with alcohol and drugs.

- Support a person in getting into treatment only if he/she is willing to be treated.
- Obtain permission from your family member or friend to speak on their behalf.
- Understand how the treatment system works and where to connect loved ones.
- Reach out to the ACCESS Call Center at 1-800-686-0101 for more information if you live in San Mateo County. There are trained professionals who can answer your questions.

**SEE BACK PAGE**



# HOW DO I HELP A LOVED ONE GET TREATMENT FOR PROBLEMS WITH ALCOHOL AND DRUGS?



**Does your family member or friend have insurance?**

*Help is available even if the person does not have insurance.*



**No, my loved one does not have insurance.**



**Yes, my loved one has insurance.**

If you live in San Mateo County, call the ACCESS Call Center at 1-800-686-0101 for help getting insurance.

Medi-Cal  
Care Advantage/Cal Medi-Connect  
Healthy Kids  
Health Worx  
Access and Care for Everyone (ACE)

Private Insurance

Contact the insurance company for help getting treatment services.

**Has your family member or friend used in the last 72 hours?**  
*A person can still call the ACCESS Call Center for help if they have used in the last 72 hours.*

**YES**

**NO**

Call Horizons Services Inc./  
Palm Avenue Detox Center  
*(accepts San Mateo County Medi-Cal ONLY)*  
650-513-6500

**OR**

First Chance Sobering Station  
650-689-5597

*Detoxification programs offering medication and support to help when someone is sick after stopping the use of drugs.*



If you live in San Mateo County, call the ACCESS Call Center at 1-800-686-0101. Pick the language you speak and pick option 4 for "mental health and substance use".

Patient Receives Screening and Referral

Patient is Referred from Detoxification Program to Additional Services

**Treatment for Alcohol and Drugs**



**SAN MATEO COUNTY HEALTH**  
*All together better.*

This visual was created to help identify how to get services in San Mateo County. This does not represent all possible ways to access treatment services for alcohol and other drugs. **You have the right to receive services in the language you speak.** If you are not happy with the care or services you receive, please call: 1-800-388-5189.

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