

## New Castle County Division of Police

In partnership with the community, we seek to improve the quality of life for all of our citizens.

The goal of **Hero Help** is to reach beyond criminal arrests in order to combat addiction and related crime.

**Hero Help** provides a greater opportunity for those seeking treatment to overcome addiction and the many problems it causes.

**New Castle County Executive**  
Matthew S. Meyer

**Division of Police**  
Colonel Vaughn M. Bond, Jr.  
Chief of Police  
NCCPD Website  
[www.nccpd.com](http://www.nccpd.com)

## More Resources

**Hero Help Coordinator**  
302-395-2811  
[HeroHelp@newcastlede.gov](mailto:HeroHelp@newcastlede.gov)

**Help is Here - State of Delaware  
Online Addiction Resource**  
[www.helpisherede.com](http://www.helpisherede.com)

**Delaware Mobile Crisis Line**  
New Castle County:  
(800) 652-2929  
Kent & Sussex Counties:  
(800) 345-6785

**NCCPD Community Services Unit**  
302-395-8050

**NCCPD Heroin Alert Program**  
(302) 395-8062

**Emergencies: Dial 911**

**Non-Emergencies:**  
(302) 573-2800



**HERO HELP.**  
addiction assistance

**New Castle County  
Division of Police**  
Cpl. Paul J. Sweeney  
Public Safety Building  
3601 N. DuPont Highway  
New Castle, DE 19720  
(302) 395-8171

## About the Program

**Hero Help** is a collaboration of the Division of Police, Delaware Department of Justice and State Division of Substance Abuse and Mental Health to provide drug and/or alcohol addiction treatment to qualifying adults who:

- Contact the police and ask for treatment assistance
- Are allowed entry in lieu of a criminal arrest

Individuals must meet all of the eligibility requirements and sign the program agreement form to be entered into **Hero Help**.

**Hero Help** participants are streamlined into a 23-hour observation bed facility where they complete a nursing intake and are given a clinical assessment by a licensed counselor.

Based on medical and clinical need, participants are given an individualized care plan and triaged to an appropriate level of care.

## Eligibility

**Hero Help** is open to:

- Delaware residents
- Adults 18 or older
- Those struggling with addiction
- Voluntary participants
- Those ready to commit to improving their health

## Frequently Asked Questions

### Can I put a friend or family member in Hero Help?

The program is strictly voluntary and for those 18 or older.

### How long is the program?

Length of treatment depends on individual needs that may include in-patient and/or out-patient care.

### Do I need medical insurance?

No, insurance is not needed.

**For more information about HERO HELP**

**Call: (302) 395-8171**



Addiction is not a choice,  
but recovery is! Let us be your 1st step.

