

## About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs.

Our programs are recovery-focused and clinically effective and are designed in partnership with local, county, state and other behavioral health organizations. We currently provide services in multiple states and have more than 3,000 employees.

## Telecare's Mission

Deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

## Our Statement of Purpose

We exist to help people with mental impairments realize their full potential.

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CRISIS SERVICES

# Welcome



## Windsor Crisis

## Stabilization Unit (CSU)

1481 North Windsor Drive  
San Bernardino, CA 92404  
909-361-6470



Telecare Corporation | [Respect. Recovery. Results.](#) | [www.telecarecorp.com](http://www.telecarecorp.com)

## Welcome Windsor CSU

## What to expect from this program

The Windsor Crisis Stabilization Unit (CSU) provides crisis management services to adults and youth with mental illness, who may or may not have substance abuse issues.

## About the program

Our crisis management and intervention services include the following:

- ③ **Mental health services** including initial assessment, treatment planning, skills training, symptom education, help dealing with substance use, family issues, and social activities
- ③ **Crisis management** including giving resources and referrals. Some types of assistance may include access to medical, psychiatric, educational, and housing resources
- ③ **Crisis intervention** designed to help you cope with an immediate crisis so that you can better manage your life challenges.
- ③ **Medication support** is a service that allows for our program Psychiatrist to be available if you need medication support in the absences of your community doctor.

The Windsor CSU emphasizes teamwork, responsibility, empowerment, and choice. You are an important member of this team. We take your lead on setting goals on your crisis management plan. Because of this, it is important that you ask questions and actively problem solve with staff.

## Payment

This service is paid for through funding from San Bernardino Department of Behavioral Health and MediCal.

## You have a right...

- ③ To treatment
- ③ To communicate
- ③ To confidentiality and the protection of your health information
- ③ To read your treatment records
- ③ To participate in treatment decisions

- ③ To be informed of the provisions of law regarding complaints and of procedures for registering complaints confidentially
  - ③ To be treated with dignity and respect
  - ③ To be protected from abuse
  - ③ To privacy
  - ③ To be free from psychological abuse including humiliating, threatening and exploiting action
  - ③ To be free from harassment
  - ③ To wear your own clothes
  - ③ To see visitors
- 
- ③ To have access to the telephone

## Non-discrimination

Clients will not be denied any of the above-mentioned rights based on spiritual belief, cultural orientation, gender, sexual preference, marital status, physical situation, social preference, or psychological characteristics.

## Complaints and grievances?

If you have concerns about the service being offered to you please let us know. You can call us directly at 909-361-6470. If we are unable to assist you, you can call San Bernardino County Patients' Rights at 800-440-2391. If you would prefer, you can complete a Satisfaction Survey before you leave or mail your feedback to us.