

# Additional Information

## Smoking

We are a smoke and tobacco-free facility and campus. No smoking is allowed inside or outside of the facility, nor anywhere on the campus grounds. Possession of tobacco, matches, or cigarette lighters is prohibited.

## Rent

The Oregon Health Plan covers the major portion of the charges for services provided.

If you have Supplemental Security Income (SSI), the charges for room and board are \$583.00 per month; this amount is subject to an annual increase. Payment agreements are signed on admission.

## Visitors

Visitors can be a welcome part of a resident's stay at TRC.

- Visiting hours are: 9:00 a.m. to 9:00 p.m. daily. Exceptions may be arranged with your recovery team.
- Children under the age of 14 are not allowed to visit on the units. Arrangements can be made to visit with children in the lobby. Please talk with your recovery team to make arrangements.
- Visitors must sign the visitors log and obtain and wear a name tag while in the facility.
- The staff must check all belongings and packages brought in for residents.
- Visitors may be asked to leave for the following reasons:
  - Appearing under the influence of alcohol and/or other substances.
  - Threatening or disruptive behavior.
- Visitors are asked to respect the same guidelines as residents.

# For More Information

If you would like more information about the services offered at the Telecare Recovery Center at Gresham, call the program main number at 503-666-6575.

# 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 Recovery Center (TRC) at Gresham

4101 NE Division St | Gresham OR, 97030



## What to Expect: The First 10 Days

During the first week or so, we will be working with you, gathering information and learning about you so that we can work together to develop your vision for your personal recovery.

### Days 1-3

We will help you get acquainted with the TRC facility, our program, and the other residents who live here. We will start off your stay with a dialogue in hopes of understanding you, your culture, your journey up to this point, any risks that concern us, and the best way of communicating with you.

We will also schedule a conversation with your doctor to understand what has worked for you and what has not. Should you need medication, we will develop a medication plan with you that will help you get what you want in life without having side effects that get in the way.

### Days 4-7

As you begin to feel more familiar with your surroundings, you may want to participate in some of the learning activities at TRC. You can pick and choose what works for you, but we encourage you to try as many as feel comfortable for you. We will continue to ask questions and respond to yours. We want to hear your story and will encourage you to share it in various ways. We will be mindful of your desires and help you move toward getting your needs met.

### Days 8-

You will continue to identify your needs and explore your hopes and dreams. We will work with you to develop a recovery plan that works for you by exploring and gathering the specific skills and resources you will need to begin or continue your journey. It is important for us that you know and feel that you are not alone. Many before you have followed this path and many of those individuals will be able to share their experiences. We, too, are there for you and will work with you toward achieving your desired results.

# Pass Levels

Upon admittance, you will be assigned a “Pass Status.” All newly admitted residents are initially assigned to “Restricted” Pass Status in order to assess and evaluate your needs for supervision, assistance, and direction. Your Pass Status determines where you can go outside the facility and is designed for the safety of yourself and others.

## Restricted

- There are no passes or outings outside the facility.
- A resident will be returned to Restricted Status for incidents such as, but not limited to being assaultive, actively suicidal, or eloping.
- You may go to the sports court if the doctor has approved you to do so.

## Staff

- All previous expectations need to be maintained.
- You may attend off-site walks, van rides, and community outings with staff. Length of the passes can vary.
- This level assumes no active assaultive/suicidal/AWOL behavior.
- All residents retain this status unless concerns for safety are evidenced.

## Family

- All previous expectations need to be maintained.
- You may attend off-site passes with a responsible family member. Length of the passes can vary.

## Peers/Friends

- All previous expectations need to be maintained.
- You may attend off-site community outings with peer (current TRC resident) or friend, length of passes can vary.

## Solo

- All previous expectations need to be maintained.
- You can go on off-site community outings by yourself. Length of the passes can vary.
- Overnight passes may be allowed for discharge preparation at this level with treatment team approval.

Your Pass Status will revert to Restricted Status for 24 hours if you engage in behavior that threatens your safety or the safety of others. Our environment must be a safe one in order for you and others to engage in a successful recovery. It is everybody’s responsibility to act in a way that keeps everybody both physically and emotionally safe.

Your Pass Status can be upgraded, and requests for passes be made at the 9:30 a.m. community meeting. Input from the entire community (staff and residents) is solicited during this time. Attendance at the community meeting is therefore mandatory if you want a pass or change in Pass Status.

# Service Spaces at Gresham



*Inside the Recovery Center at Gresham campus. Left: The sports court. Right: The activity center.*

## Recovery Desk

Program staff can be found at the desk for around the clock support and assistance. You can go to the recovery desk for a variety of things including medication, coffee, tea, get laundry detergent, check out a razor, receive mail, sign out on passes, and use the resident computer.

## Dining Room

All meals are served in the dining room and snacks are normally available at all hours if you get hungry between meals. Coffee, tea, and milk are available 24/7. You can also use the dining room to play board games, listen to the radio, and do art projects.

## Living Room

The living room is where residents can watch TV or movies, read books, play video games, and other activities. Daily community meetings take place in the living room at 9:30 a.m., as well as other groups and meetings due to the room's size and comfort.

## Resident Room

During your stay, you will be paired up with a roommate. Each room is large and has its own bathroom, and you will have a private closet to lock up personal items. We want you to feel at home here, so you can decorate your room any way you would like.

## Sports Court

The sports court is where you can participate in activities such as basketball, volleyball, badminton, tennis, frisbee, football, soccer, and other games. During the summer, we have BBQs and cultivate a resident-run garden!

## Activity Center

The activity center is where you can participate in games like ping pong or exercise on the treadmill. You can also play video games and watch TV.