



## Telecare Olympia Next Steps

### Long-Term Evaluation & Treatment (E&T) Services

At the Telecare Olympia Next Steps program, we provide intensive mental health and psychiatric treatment services in a safe, welcoming environment for adults experiencing a mental health emergency.

We believe recovery starts from within, and that our job is to do whatever it takes to provide the support needed on your recovery journey. Our 11-bed secure facility includes a full staff of registered nurses, clinicians, peer and recovery specialists on call 24 hours a day to provide wraparound support. Typical length of stay is 90 days.

Our services are designed using Telecare's Recovery-Centered Clinical System (RCCS). This system incorporates evidence-based practices and innovative design components. RCCS focuses on choice-making skills, harm reduction techniques and strives to awaken the hopes and dreams of the individual. The RCCS emphasizes "no-force first" practices. Staff work with individuals within their cultural dynamic in building independence and self-responsibility in order to foster their recovery and successfully transition them home or to a less restrictive community setting.

### What to Expect

Your recovery plan starts with you. Upon arrival, a diverse team will provide an individualized assessment where we will work with you and your referring treatment team to honor the work you have done and progress you have already made in your recovery journey as we support you in the next steps.

**Our culture** is based on recovery. We believe in respect and non-judgment, and we celebrate individual uniqueness. We care about the interpersonal relationships we develop so we can foster a supportive program setting.

**Our staff** are passionate, resourceful, and motivated. They are partners in recovery, and will be present throughout the journey toward recovery.

**Our goal** is to be a place that helps individuals thrive. We want each person to be the leader of their own recovery journey, and to create the life they want to experience.

**“The goal of recovery is not to become normal. The goal is to embrace the human vocation of becoming more deeply, more fully human.”**

— PATRICIA DEEGAN, PHD, FOUNDER OF COMMONGROUND



#### CONTACT

3436 Mary Elder Road NE  
Olympia, WA 98506  
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360-491-0307 Fax

#### OFFICE HOURS

24 hours a day, 7 days a week  
Visiting hours are:  
Monday- Friday: 6 pm to 8 pm  
Saturday - Sunday: 10 am to 2 pm  
Subject to change. Please call  
360-528-2590 prior to your visit.



## Services at Telecare Olympia Next Steps

A variety of therapies and activities adapted to your needs and preferences are offered as part of your treatment plan. Services at Telecare Olympia Next Steps include, but are not limited to:

- Comprehensive evaluation and risk assessment, covering mental health and substance abuse
- Psychiatric assessment and treatment
- Peer support and community group meetings
- Social and recreational activities
- Rehabilitation programming
- Supportive counseling on group and individual basis
- Medication administration and management

## Admission Criteria

Olympia Next Steps (ONS) is designed, modeled, and staffed to serve clients who are involuntarily held on a 90+ day hold, who are 18 years and older, live in Washington State, and with a documented period of stability and recovery, who are ready to step down to a lower level of care from the traditional E&T model. Located in the same building as our acute unit, the Thurston Mason E&T, our clients are served with compassion and care, meeting them where they are on their recovery journey.

ONS will comprehensively assess each referral utilizing Telecare's admission and exclusionary criteria, in addition to assessing the readiness of step down to ONS, and with consideration for the existing milieu and client mix.

## Receiving Services

If your family or friend is experiencing a mental health crisis or is in need of help, please visit your local emergency department. If you're a provider looking for placement, please contact Telecare Central Admissions at 800-589-5920.

## 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 3,700 employees.