

## GRIEVANCE PROCESS

Please take any issues or concerns to the Program Manager, Dennis Crosby. You are welcome to schedule a one-on-one meeting with him while on site, or you may contact him by phone at (619) 597-7335. If you feel that your issue is unresolved, please put your grievance in writing to:

### Stacie Perez

Director of Housing and Clinical Services  
401 Mile of Cars Way, Ste. 350  
National City, CA 91950  
(619) 228-2800

If your grievance is still unresolved, please notify:

### Department of Health Care Services

SUD Compliance Division 1501  
Capital Avenue  
PO Box 997413, MS 2601  
Sacramento, CA 95899-7413

### Attention: Complaint Coordinator

(916) 322-2911

## NEED HELP?

## WANT TO REFER SOMEONE?

We have open Orientation, Intake, and Assessment every Tuesday at 9:00am for new participants. No appointment necessary.

OR

Call (619) 597-7335 to make an appointment with a counselor.

## Emergency Phone Numbers and Support

San Diego Non-Emergency Police: (619) 531-2000  
Police and Fire Emergency: 911  
Poison Control: 1-800-876-4766  
San Diego Gas & Electric Emergency: 1-800-411-7343  
Access and Crisis Line: 1-888-724-7240 (24 hrs.)  
Local Support Groups (i.e. AA/NA): (619) 265-8762 (24 hrs.)  
San Diego County Psychiatric Unit: (619) 692-8200 (24 hrs.)  
National Hope Line Network: 1-800-SUICIDE (784-2433)  
LGBT Life Line: 1-866-488-7386 (24 hrs.)  
SD Domestic Violence Hotline: 1-888-DVLINKS (385-4657)  
Sexual Assault Hotline: 1-888-385-4657 (24 hrs.)  
Veterans Administration San Diego: (858) 552-8585  
Information to Community Resources: 211  
Consumer-to-Consumer WARM Line: 1-800-930-WARM (9276)

## Central East Regional Recovery Center

4660 El Cajon Blvd, Suite 210  
San Diego, CA 92115  
(619) 597-7335 Office



401 Mile of Cars Suite 350, National City, CA 91950  
[www.ecscalifornia.org](http://www.ecscalifornia.org)  
(619) 228-2800

funded by Behavioral Health Services



## Program Information January 2017



Hours:  
Mon-Thurs: 9am - 9pm  
Fri: 9am - 5pm  
Sat: 9am - 2:30pm

## OUR MISSION

Operating under the ECS mission of **servicing God by servicing those in need**, the mission of ECS' Central East Regional Recovery Center (CERRC) is to assist you with addressing the challenges you have faced with alcohol and substance use.

Whether those challenges have been years in the making, or even if they have begun more recently, the goal of our intensive outpatient services is to provide you with support, and to teach you the skills and effective strategies it will take to meet those challenges and lead you on a path toward sustained wellness. Our quality education and counseling services, presented to you by our talented staff, will provide a foundation upon which you can grow and strive to achieve any goal you set for yourself. This is more than a counseling center. This is a partnership between you and the CERRC to assist you in improving your life. We are committed to your success.

Welcome to ECS' Central East Regional Recovery Center.

## ECS CORE VALUES

### Excellence

What we do is done well to achieve the highest quality.

### Compassion

We treat others the way we want to be treated.

### Service

We manage and sustain our resources and talents wisely to better serve others.

## CONFIDENTIALITY

You have the right to confidentiality. ECS-CERRC will not release any information concerning you without your written permission.

The following are exceptions to this policy:

- ECS is a multidisciplinary agency. Information concerning you is shared within the agency on a need to know basis.
- Law enforcement officials present staff with an arrest warrant or Temporary Restraining Order (TRO) for a client.
- ECS has direct knowledge of a client committing a crime on site.
- ECS has reasonable suspicion through direct knowledge or law enforcement verification that a client is wanted for a serious violent crime.
- Probation or Parole Officers will be allowed to visit their client.
- Staff must share any expression of suicidal or homicidal ideations to the appropriate response team.
- Staff of the CERRC are mandated reporters and must report any claims or suspicions of abuse or assault.

## STAFF FUNCTIONS

### Central East Regional Recovery Center Staff:

**Program Manager:** (619) 738-1647 is responsible for the overall operation of the Program.

**Program Registrar:** (619) 597-7335 is responsible for day to day coordination and scheduling of services for clients and billing.

**Mental Health Clinician:** (619) 597-7335 is responsible for assessing clients in need of assistance with mental health and, if applicable, referring and coordinating therapy or treatment with collateral resources.

**Case Manager:** (619) 597-7335 meets with you to help you connect with resources to address medical needs, educational and vocational needs, income, housing options and other community based resources related to your treatment plan.

**AOD Counselors:** (619) 597-7335 work under the supervision of the Program Manager to provide quality counseling services, and assist you with developing a treatment plan to address your challenges and to help you to sustain a successful, long-term recovery plan.

### Personal Belongings Policy

CERRC, or ECS, is not responsible for the loss, theft, damage or misplacement of any property on the premises.

## CERRC GUIDELINES

**1. Recovery Focused:** The CERRC is a recovery focused program. Subsequently, illegal substances, drug paraphernalia and alcoholic beverages (beer, wine, etc.) are not permitted on the property.

**2. Courtesy:** Staff and clients should be treated with respect at all times. Clients have the right to be treated in a respectful manner. Clients are also expected to behave courteously and in a way that does not disrupt the program or violate the CERRC objectives. The CERRC reserves the right to refuse service to anyone whose behavior is deemed inappropriate. Any problems and/or complaints that involve Staff should be reported to the Program Manager.

**3. Dress Code:** Please ensure you are dressed for a community environment at all times. Shirts and shoes must be worn at all times while on the premises. Clothing which attracts inappropriate attention (i.e. very short miniskirts or shorts, see-through blouses, halter tops, tops that expose the midriff, etc.) is not allowed. Clothing which advertises alcoholic beverages or other drugs is inappropriate while participating in CERRC activities. Clothing imprinted with profanity or sexual innuendo is not allowed.

**4. Safety and Security:** Your safety and comfort is paramount. Consequently, guidelines regarding visitation must be rigorously observed. No visitors are allowed in the CERRC building without prior approval. Additionally, no weapons, including knives, are permitted in the CERRC building. Any individual who commits any act, which jeopardizes the safety and security of clients, is subject to dismissal.