

Adult Residential Client Expectations

**Welcome to SERCC, the Southeast Regional Crisis Center! This will be your guide to how we operate each day in the residential area during your stay. By signing the residential agreement, you are stating that you will follow the terms and policies listed. Please feel free to ask any questions or discuss any concerns you may have with any of the staff available. We look forward to having you!**

**RESIDENTIAL EXPECTATIONS:** We expect that residents are present and participating in daily milieu activities, including but not limited to Skills Group, creative activities, and recreation activities. Staff understand when needs arise and residents are out of the facility but there is an expectation that residents will not be gone for most of the day for multiple days in a row. We expect that residents will not share items with other residents or enter the rooms of other residents. We expect residents to follow the daily schedule as listed. We expect residents to follow the SERCC Code of Conduct and remain respectful of other residents and employees. We expect residents to be mindful of appropriate conversation topics. We expect residents to participate in cleanliness by keeping themselves, the residential milieu, and bedrooms tidy. We expect residents to leave all items that do not belong to them in the facility upon discharge.

**DAILY SCHEDULE:** There is a schedule available that outlines how each day will run while in residential.

**PROHIBITED ITEMS:** Please view the listed prohibited items not allowed in your room during your stay. SERCC will keep these items until discharge occurs.

**ROOM INVENTORY:** All items in the room are available for your use during your stay, but they are expected to be present upon discharge. You may keep the welcome bag and its contents upon discharge. SERCC employees will go over your room inventory with you before discharge occurs. We do have certain items available for residents to use during their stay if required. Please speak with SERCC employees for further information.

**ALLOWED ITEMS IN ROOM:** Food and/or drinks are not allowed in the rooms. You may have water cups in your room that may be requested by SERCC employees.

**VISITING POLICY:** Visitors are welcome in the facility. All visitors must be approved by the resident and/or guardian before they may enter the residential area for visiting. Visitors are not allowed in the residential areas. Visiting hours are from 9 am-9 pm. All items brought during the visit must be added to inventory before they may be taken to your assigned room/into the milieu.

**ELECTRONICS:** Cellphones and other electronics are not allowed in the residential area. SERCC has phones available for use during your stay which may be utilized during the designated phone times. Tablets are also available for finding resources.

**APPOINTMENTS:** Residents do have the option to attend scheduled appointments via telehealth during their stay. SERCC offers meeting rooms that are equipped with telehealth systems. Please speak with SERCC employees if you would like to schedule a meeting room for an appointment.

**FACILITY LEAVE:** Residents may leave the campus for shopping, appointments, meetings, or

other community activities if the resident is approved for leave by a mental health professional. Please note that resident leaves may be restricted based on Columbia Suicide Severity Rating assessment and QMHP consultation. Residents will need to fill out the Client Facility Leave Safety Plan form before leaving the facility. A reminder that all items brought back to the facility during leave will need to be checked by SERCC employees before items are allowed in residential areas. Residents are expected to not use substances of any kind when admitted to residential, including during visits off-site. If drug or alcohol use is suspected, residents acknowledge that staff may request a breathalyzer and urine analysis and if found to be using substances, discharge from residential will take place.