

Dyer Care Center

Prince George's Bridge to Mental Wellness

Who We Are

The Dyer Care Center (DCC) will be the first facility in Prince George's County, MD to provide short-term personalized emergency care to community members experiencing a mental health and/or substance use crisis.

The emergency crisis stabilization center also serves the crucial purpose of diverting guests, whenever possible, away from emergency rooms, unneeded hospitalization, and potential incarceration. The DCC will start operating in August 2024 and will be located in Clinton, MD.

How it Works

The DCC partners with the 988 National Suicide & Crisis Lifeline and the mobile response team (MRT). Serving up to 16 guests at a time, the DCC is staffed by behavioral health professionals including psychiatrists, nurse practitioners, nurses, clinicians, and peer support specialists. Open 24/7 every day of the year, the DCC provides guests rapid assessment and a safe, comfortable environment for immediate treatment. Most guests will be discharged with appropriate aftercare and follow up, or referred to appropriate longer-term care, within 23 hours.

Who We Serve

Adults 18 and above. The DCC is a "no wrong door facility." No one, whether voluntary or involuntary, is turned away, and no guest requires medical clearance from an emergency room before being admitted.

Our Approach

The DCC is committed to both "rapid engagement" of anyone seeking care, and to creating a warm, welcoming, and trustworthy environment for care. Our peer support specialists and other staff are highly trained in the interpersonal, human dimensions of care. The team will first triage immediate health needs, and then collaborate with guests to meet their social, emotional, and clinical needs.

Principles of Care

The DCC operates under the four core principles of RI International, which include:

1. **Safety** for all guests, staff, and community via secure facilities and security personnel
2. **Peer-Powered Services** from specialists who have survived and overcome similar crises
3. **Immediate Engagement** led by peer support specialists upon entry to the facility
4. **Performance Outcomes** via specific goals and measurable results for guests and for the center itself



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Site Safety Plan

About the Dyer Care Center

The Dyer Care Center (DCC) will create healthier, safer communities by providing critical, often lifesaving care to residents in crisis. It will also relieve the need for emergency response from law enforcement, fire rescue, and EMS, allowing public safety personnel to resume their own essential duties.

The DCC is operated by RI International, a behavioral healthcare not-for-profit that has pioneered and operates 24/7 crisis emergency centers in 10 states across the US. Based in Phoenix, Arizona, RI International has over 30 years experience providing emergency care to adults experiencing a mental health and/or substance use crisis.

Principles of Care

We welcome all questions from residents living near these healthcare facilities. RI International services rest on four key principles:

- 1. Safety.** We strongly believe that safety – and the feeling of safety – is critical for all human beings. We create and maintain safety through our policies, processes, facilities, and personnel; onsite county-staffed security personnel; 24/7 illuminated outdoor areas; and locked doors and sally ports to prevent guests in crisis from leaving unnoticed and to restrict access to the facility by unauthorized entrants.
- 2. Peer-Powered Services.** Peer support specialists are trained caretakers who have been successful in the recovery process and who help others experiencing similar situations. Through shared understanding, respect, and mutual empowerment, our peer support staff partners with other medical staff to meet our guests' psychological, emotional, social, and clinical needs.
- 3. Rapid Engagement.** Our rapid welcome process is led by peer support specialists, collaborating with appropriate mental health clinicians, to triage a guest's immediate needs and set them up for care. We prioritize guests brought by first responders and have a commitment to a 5 min drop off time.
- 4. General Guest Admission** Individuals presenting for care voluntarily by themselves or with their support systems will be welcomed into the facility through the lobby entrance. The triage process will be initiated quickly and timely by peer support specialists, followed by the nursing and clinical team members.
- 5. Performance Outcomes.** All RI International staff are certified, trained, and re-trained annually in customer service, de-escalating conflicts, and other crucial skills. Our facilities set specific goals and track measurable results for our guests and for the center itself.

