

The Steve Schwarzkopf Community Mental Health Center

Client Handbook

Rochester Psychiatric Center
1111 Elmwood Avenue
Rochester, NY 14620
(585) 241-1262
(585) 241-1273 (fax)

Welcome

Welcome to the Steve Schwarzkopf Community Mental Health Center. The center strives to form a collaborative relationship with the individuals we serve in a person centered strengths based manner as we walk together on your journey to recovery. We especially would like to work with individuals who have experienced difficulties with connecting to services. We hope that you will allow us onto your journey.

Hours of Operation

Our center is open Monday through Saturday, including two evenings per week, to best meet your needs and the needs of those who are important to your recovery, such as your family and/or friends.

Who We Are

We are a multidisciplinary team of individuals who have backgrounds in medicine, nursing, social work, psychology, occupational therapy, and addictions. Also as a part of our team, we have individuals experienced in vocational and rehabilitative services, and peer support.

What We Offer

Outreach and Engagement:

Services may include home or community visits with a goal of facilitating an individual's engagement to supports that are conducive to their recovery

Traditional Mental Health Services:

We offer traditional clinic services including medication management in conjunction with individual and/or group counseling. Some of the therapy modalities used are Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), and solution-focused therapy.

Co-Occurring Disorder Services:

These services have been developed for those individuals struggling with both substance use and mental health challenges. These services may include individual and/or group counseling, in conjunction with medication therapy, when indicated.

Wellness Recovery Services:

The Wellness Recovery program offers individual and/or group services geared toward enhancing different aspects of the recovery process, including: independent living skills, nutrition and exercise, smoking cessation, development of a Wellness Recovery Action Plan (WRAP), and other topics as identified by our clients.

Case Management:

Working with clients to identify and facilitate building supports, such as but not limited to: exploring housing, assistance with applying for financial resources, and linking to primary medical care providers.

Vocational Services:

All clients will be offered the opportunity to meet with a vocational specialist to identify and implement educational and/or employment goals.

What to expect as you begin your journey with us?

During the first month of treatment, each member of the treatment team will meet with you individually and collaboratively to discuss areas of your life and help you to identify changes you would like to develop that would enhance the quality of your recovery. At the end of the 30 days, you and your primary therapist, along with the rest of the treatment team, if you desire, will meet together to develop an individualized service plan which will include treatment, recovery and wellness goals that you would like us to work on together. We welcome the involvement of your family and friends throughout your recovery process, if you so desire.

Community Supports that are available after hours:

Lifeline, including reaching the mobile crisis outreach team, is available 24 hours per day by calling 275-5151.

Warm Line is a telephone support line available from 5pm-9:30pm, 7 days per week, by calling 454-3530.

Psychiatric Emergency Departments are available 24 hours per day at Rochester General Hospital, Strong Memorial Hospital, and St. Mary's Hospital. You can go directly to the emergency room or contact 911 for any psychiatric emergencies.

If you feel you need to speak with an RPC employee after hours, you can call 241-1200 and request to speak to the Nursing Administrator on duty.

Smoke-Free Facility

Rochester Psychiatric Center is a smoke-free facility. For questions regarding designated smoking areas on campus, please see the receptionist or speak to a member of your treatment team.

We are dedicated to assisting individuals who wish to explore smoking cessation. If interested, please speak to a member of your treatment team.

We are honored to accompany you on your journey to recovery!