



Accessing CSU Services

Referrals to the Windsor Center are accepted from the Department of Behavioral Health (DBH) outpatient clinics, full service partnerships (FSP), DBH Community Crisis Response Teams (CCRTs), law enforcement and first responders, hospital emergency rooms, mental health assessment teams, and other county medical clinics and departments.

Self-referrals and referrals from family and friends also accepted.

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.

Telecare's Mission

Telecare's mission is to deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

Contact

1481 North Windsor Drive
 San Bernardino, CA 92404
 909-361-6470 Main
 909-203-7403 Fax

Office Hours

Open 24-hours, 7 days per week



Behavioral Health

Windsor Center is funded by the San Bernardino County Department of Behavioral Health.



Windsor Center is operated by Telecare Corporation. This brochure was created by Telecare Corporation.

Windsor Center

Crisis Stabilization Unit (CSU)

1481 North Windsor Drive
 San Bernardino, CA 92404
 909-361-6470 Main
 909-203-7403 Fax





About Windsor Center

At the Windsor Center, we are here to help you find relief from distress and assist you in maintaining stability in your life.

We believe that recovery starts from within, and that our job is to do whatever it takes to help you cope with crisis and gain the skills you need to deal with your challenges more effectively. Our voluntary crisis stabilization unit (CSU) will have a multidisciplinary team of clinicians, psychiatric prescribers, nursing staff, and peer specialists who are all here to help you on your path.

Our services emphasize choice-making skills and harm-reduction techniques. We provide a safe, respectful environment where you can receive immediate, individualized assistance and a compassionate presence to stabilize symptoms, avoid the need for higher levels of care, and receive appropriate referrals to community-based resources.

What to Expect

Your recovery plan starts with you. Upon arrival, a diverse clinical team will provide an individualized assessment and work with you every step of the way to resolve your current crisis in ways that support your goals in life.

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

Our staff are passionate, resourceful, and motivated. They are your partners in recovery.

Our goal is to be a place that helps you thrive, despite any challenges you might face along the way. We want you to be the leader of your recovery journey, and to create the life you want for yourself.

Services at Windsor Center

Services at Windsor Center include, but are not limited to:

- Crisis assessment and evaluation for behavioral health and substance use disorders
- Brief crisis interventions utilizing evidence-based skill sets
- Coordination of admissions to inpatient facilities when necessary
- Peer mentoring
- Coordination of care with individual's support systems and community providers
- Referrals and linkage to community resources

Admission Criteria

- Adult, youth, and older adult residents of San Bernardino County
- Priority populations include but are not limited to:
 - Individuals at risk for psychiatric hospitalization or ER admission
 - Individuals in psychiatric distress who have come to the attention of law enforcement
 - Individuals who have had a high utilization of inpatient hospitalization and/or crisis services
 - Individuals on conservatorship

Our Story

Telecare's crisis services are strength-based, empowering, person-centered, and wellness and recovery-oriented. The Windsor Center program offers a calm and welcoming homelike environment where referred individuals in crisis will receive immediate assistance to stabilize acute symptoms and avoid inpatient hospitalization.