Dyer Care Center

Prince George's Bridge to Mental Wellness

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.

RI RECOVERY INNOVATIONS

Totally Linking Care in Maryland TLC MD

dyercarecenter.org