



Heritage PHF

Psychiatric Health Facility

At the Heritage Psychiatric Health Facility (PHF), we provide intensive mental health and psychiatric treatment services in a safe, welcoming environment for adults experiencing a mental health emergency.

We believe recovery starts from within, and that our job is to do whatever it takes to provide the support needed on your recovery journey in a comfortable, structured environment. Our secure 26-bed facility has a multidisciplinary team that includes a psychiatrist, social workers, a rehabilitation therapist, registered nurses, recovery specialists, and peer support specialists.

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, our diverse clinical team will provide an individualized assessment and work with you every step of the way to 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 relationships 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.

“The goal of recovery is not to become normal. The goal is to embrace the human vocation of becoming more deeply, more fully human.”

— PATRICIA DEEGAN, PHD, FOUNDER OF COMMONGROUND



CONTACT

2633 East 27th Street
Oakland, CA 94601
510.535.5115 Main
510.915.4977 Referral line
510.535.5222 Referral Fax

OFFICE HOURS

Open 24 hours, 7 days per week



Services at Heritage PHF

- Collaborative treatment planning with a recovery focus
- Comprehensive evaluation and risk assessment
- Symptom management skills training
- Crisis planning and prevention
- Supportive counseling (group and individual)
- Medication administration, education and training
- Independent living skills training
- Dietary consultation
- Discharge planning and linkage to community support

Becoming a Member

Clients are referred through Kaiser Call Center. We accept referrals 24 hours a day, 7 days a week through our referral line at 510-915-4977. We cannot accept walk-ins.

Admission Criteria

Kaiser members, aged 18 and older who are experiencing an acute exacerbation of symptoms of mental illness who require 24-hour supervision and/or assistance with psychiatric recovery.

Exclusion Criteria

We cannot accept individuals who:

- Have complex medical problems that cannot be treated on an outpatient basis
- Have a primary diagnosis of drug or alcohol abuse, or an eating disorder (but can be co-occurring)
- Are a registered sex offender

Our Story

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.

The goal of Heritage is to stabilize the distressing or life-threatening symptoms of people who are in the acute phase of serious mental illness.

We provide an environment that supports our RCCS program model. Our entire facility strives to create an atmosphere of healing, with a community room, a garden patio, and a self-calming room.