How RCCS is Incorporated into Telecare PEI Clinical Work:

1. Remembering RCCS Values when Delivering Services and interacting with others:

   - Provide services in a respectful & non-judgmental manner;
   - Actively collaborate with clients and their families who are team members and contributors in decision making processes;
   - Value of engagement and teaming;
   - Stress is normal. Stress can foster self development & growth;
   - Clients are capable of assuming personal responsibility;
   - Clients can grow & change in environments of acceptance, trust and empathic understanding;
   - Sustained change occurs when clients feel ready & supported;
   - All people have an intrinsic need for self-mastery and control;

   **Crises can be construed as dangerous and harmful times OR they can be viewed opportunities for growth**

2. Remembering fundamental concepts of recovery, regardless of EBP we use:

   - **Self Direction:**
     - Recovery process is self directed by client who defines his/her goals and designs a unique path towards those goals
   - **Individualized and Person-Centered:**
     - Based on unique strengths, resiliencies, needs, preferences, experiences and cultural background
   - **Empowerment:**
     - Including education & support to facilitate participation
   - **Holistic:**
     - Addresses all aspects of client’s life (i.e. housing, employment, education, mental health, health care needs, spirituality, creativity, social networks)
   - **Non-linear**
   - **Strength-based**
   - **Increasing Peer support**