



**River Oak**  
Center for Children

## River Oak Center for Children

### **\*\*ON-CALL SYSTEM\*\***

Our program offers an On-Call System designed to assist you in handling difficult situations that happen after regular business hours or on weekends and holidays. During regular business hours (Monday - Friday 9am-5pm) you and your family should call your assigned River Oak team members (Clinician, Skills Trainer, Family Partner) directly.

**To cancel or re-schedule an appointment after working hours, please call and leave a message with your assigned clinician or call our main line at 609-5100.**

Situations to call our **On-Call System** for include, but are not limited to the following:

- Suicidal thoughts or gestures (parent or child)
- Self abusive thoughts or behaviors (parent or child)
- Serious verbal arguments
- Property damage
- Other behaviors leading to threat of injury or harm to a child or family member
- Safety planning issues as identified by the Child and Family Team
- A family situation you do not know how to handle and for which you would like advice

If any of these occur, call the On-Call staff at **916-281-1555**. **This is a voice mail line. Please speak slowly. Include your child's name and telephone number and a brief description of the problem. You will get a return call within 10 minutes.**

*\*The staff responding to your call may not be the same staff assigned to your family.*

Please note: This system ***does not*** replace sheriff, ambulance, paramedics or fire department emergency response teams. **Call 911** immediately in case of:

- Fire
- Physical assault/injury to self or family members
- Domestic Violence
- Medical or breathing problems
- Drug overdose
- Gunfire
- Theft or vandalism of property
- Serious threats of violence to self, child or others
- Any circumstance where urgent medical attention is needed or a crime is about to occur

After 911 has been contacted, please call the on-call number above to notify your program of your emergency. The On-Call Staff will be available to support you.

The On-Call System is activated 5pm-9am during the week. There is 24-hour access on the weekends and on holidays.