

River Oak Center for Children Intensive Community-Based Services- WRAP/TBS/JJDTTP Programs

****ON-CALL PAGING SYSTEM****

Dear Parent,

Our in-home programs have an on-call system designed to assist you in handling difficult situations which may occur after business hours or on weekends and holidays. During regular business hours (Monday through Friday 9am-5pm) you and your family should call your assigned River Oaks team members (Therapist, Family Facilitator, and Skills Trainer) directly.

An On-Call situation includes, but is not limited to the following:

- Suicidal thoughts or gestures (parent or child)
- Self abusive behaviors (parent or child)
- Physical assault/injury
- Domestic Violence
- Runaway child
- Property damage
- Other behaviors leading to threat of injury or harm to a child or family
- 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 Family Facilitator at **916-710-5791**. **This is an On-Call cell phone. Please speak slowly; include your name and telephone number and a brief description on the problem. You will get a return call within 10 minutes.**

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

- Fire
- Serious physical injury
- Breathing problems
- Drug overdose
- Gunfire
- Assault resulting in harm to self or family members
- 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.