

River Oak Center for Children  
Intensive Community-Based Services  
WRAP/MST/JJDTP Programs

**\*\*ON-CALL 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 the weekends and holidays. During regular business hours (Monday through Friday 9am-5pm) you and your family should call your assigned River Oak team members (Care Coordinator, Therapist, Youth or Family Advocate or Skills Trainer) directly.

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

- Suicidal thoughts or behaviors (parent or child)
- Self-harm thoughts or behaviors (parent or child)
- Other concerning behaviors that may lead to injury or harm
- Family conflict
- Child or youth left home and is missing
- Safety concerns identified in the safety plan
- A family situation you do not know how to handle and for which you need after hours support.

If any of these occur, call the On-Call phone number, **916-710-5791**. **Please speak slowly; include your name, youth's name and telephone number and a brief description of 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 the program of your emergency. The On-Call staff will be available to support you.

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