



Client Emergencies

Effective – 05/01

Revision – 07/05, 04/10, 04/13, 09/14, 11/15, 06/16; 10/18

Policy

Boys & Girls Village maintains the safety and security of clients always and follows strict guidelines for the care of ill or injured individuals.

Procedure

Upon admission, clients and their families receive documentation of emergency procedures. Families are informed that if they feel the emergency is a life-threatening situation, they are to either call the police or go directly to a local hospital emergency room first. After police have been called, families are instructed to call the program on-call staff.

In case of an emergency after 5pm on weekdays, or on weekends, families are educated to:

- 1) Call the emergency # 1-203- 444-2969
- 2) If for some reason this number is busy, or no one answers, families are to leave a message. They are told to be sure to talk slowly and clearly and leave their name and the phone number where they can be reached.
- 3) Families are informed to stay by the phone to receive a call back.
- 4) When the on-call staff returns the call within 10 minutes, they are informed to give staff as much information as possible.
- 5) The person assigned to work with the family will call back the next day for an update on the situation and to evaluate the effectiveness of the staff who attempted to help with the emergency.