Little City Foundation

Policies & Procedures

Subject: CHILDBRIDGE – EMERGENCY CONTRACT PROCEDURE			Policy # CB 08
Approved:	Issued: 06/94	Last Revised: 03/18	Page: 1 of 1

Date Reviewed

02/12
04/13
3/14/18

PURPOSE

The purpose of the emergency contact procedure is to ensure that all individuals and families receiving ChildBridge services are aware of how and when to contact staff in the event of an emergency.

SCOPE

This policy applies to all families and children receiving services through the ChildBridge program.

POLICY

Program staff is available on a 24-hour basis to provide guidance and support to families during crisis or emergency situations. ***Foster/pre-adoptive parents are required to inform Little City Foundation of all emergency situations that occur per DCFS Rule.***

PROCEDURE

If the child, family, and/or foster/pre-adoptive family is in a crisis situation in which assistance is needed from Little City Foundation ChildBridge staff during normal business hours (Monday – Friday, 8:00 a.m. to 4:30 p.m.; 7:00am to 6:00pm for CGH admin), attempts should be made to contact the child or family Case Manager (CGH), Service Facilitator (DHS Home Based Program) or Child Welfare Specialist (Foster Care) by calling the assigned staff's office landline or cell phone. If unable to reach the assigned case management staff, the child/family should contact the assigned staff's immediate supervisor or the Director of Residential Services for CGH. Clerical staff is present to assist in locating personnel to assist the family in crisis during 8:00am and 4:30 pm Monday through Friday. Foster Care clerical staff available 9:00AM to 5:00PM Monday through Friday.

If the child, family, and/or foster/pre-adoptive family is in a crisis situation in which assistance is needed from Little City Foundation ChildBridge staff outside of normal business hours, the child/parent shall call (847) 358-5510 and following the instructions to connect to the answering service. The answering service will contact designated on-call staff for follow through. The staff person on-call is required to respond to all emergency calls within 15 minutes of receiving the call from the answering service.