



PROCEDURE

Title/Subject: Emergency and After Hours Contact Information for Clients			
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Approved By:		Title: President/Chief Executive Officer	
Approved By:		Title: Program Vice President/CQI Chairperson	
Distribution Date:			
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The Florida Center for Child and Family Development (The Florida Center) manages the agency’s operations prudently and effectively in order to meet the needs of persons served, personnel and the organization. The Florida Center provides Early Childhood Education Services, Developmental Therapy Services, Mental Health Services, Prevention and Education services. The Florida Center is not a crisis center and does not respond to emergencies that occur after hours.

Office hours of operation at The Florida Center are 9:00 A.M. to 5:00 P.M. Therapy services are available during regular business hours as well as after business hours for clients who are unable to participate during regular business hours. Services before 9:00 A.M. and after 5:00 P.M. are available on an as needed basis. Occasional weekend appointments are available as well.

All clients are educated regarding the particular conditions that constitute an emergency. This education is done through consultations with the client’s individual service providers, offering brochures that include contact information during emergency situations, and other literature that is pertinent to the individual client’s family circumstances.

In the event that there are client emergency situations during regular business hours, The Florida Center may be asked to assist the client in obtaining more appropriate services that can address the more immediate/emergent needs of the family.

If a client contacts the office after hours due to an emergency, the client will reach a 24 hour phone recording that states the following: “Thank you for calling The Florida Center for Child and Family Development. If this is an emergency please hang up and dial 911. If you know your party’s extension please dial it now. For the staff directory press the pound key; for the operator press zero or stay on the line. Thank you”.

Families are made aware that all staff have 24 hour voicemail where a message can be left any time of day. Families, who have discussed impending emergencies with their therapist, are given appropriate phone numbers to call in the event they experience an emergency situation.