

## CRISIS PROCEDURES

### Steps to take in a medical or psychiatric emergency:

1. If you need immediate help, call 911 or go to the nearest emergency room.
2. As soon as the child is safe, notify your child's physician(s) and mental health provider(s).
3. Contact Mason Associates at 802-425-7600
4. If you call during business hours, we will immediately begin working on a plan to find a more permanent situation for your child; this is where our team approach will really help to expedite and focus the placement process.
5. If you call outside of office hours, someone will get back to you within 12 hours. We've been working with families in crisis for more than 30 years and have international networks of first rate, proven professional resources to put to work helping you and your child. We will work weekends and late into the evening to help you.

If you are not already a client, please use the contact form on this website to alert us to your situation. We will get back to you as soon as possible. We will use the inquiry information as the beginning of your child's formal intake and placement process. Please don't try to be too detailed; there will be time to fill in details after the immediate crisis is passed. Use your time effectively and efficiently to get a stable start as we begin this important relationship.