

SFCASA CASE EMERGENCY PROCEDURES

In advance of spending time together with your CASA youth you can take some basic, yet very important steps that may help you to avoid a situation becoming an emergency or a more serious emergency.

- Please be sure that you are appropriately acquainted with your youth in advance of spending time together outside their placement. In some cases, it may not be appropriate for you to visit with your youth away from their place of residence for some time.
- Always have the contact information for the caregiver(s) close at hand and know how best to reach the caregiver(s) at any time during your outing.
- Know the telephone number of your youth's PSW and of the duty worker line for the HSA-FCS unit of your youth's PSW. All PSWs should have the number for their unit's duty worker line on their voicemail message.
- Know the number of the SFCASA main line: (415) 398-8001 and the extension of your Case Supervisor.
- If your child has special medical needs, be comfortable in your ability to convey this information to any first-responder.
- Be sensitive to the length and intensity of your outing and match this to the child's emotional and physical abilities. For example, some places and types of activities may be triggers for your youth given the trauma and maltreatment they have experienced.
- If you are experiencing non-life-threatening with your CASA youths and would like live advice, you may call the San Francisco Child Abuse Prevention Center's TALK Line Family Support Center at (415) 441-5437 (KIDS). The line is staffed 24 hours a day, 7 days per week.
- SF Mobile Response Team: When a youth (17 years and under) or caregiver is in crisis and calls the MRT phone number, a Seneca staff provides over-the-phone support, counseling, coaching, and guidance. If needed, the MRT contacts emergency services, or dispatches in-person Seneca support within a 90 mile radius of SF 24/7. Phone: (877) 08989 Email: sfmrt@senecacenter.org
- If you are unsure about anything related to emergency protocol, consult with your SFCASA Case Supervisor.

If you are faced with a life-threatening medical and/or mental health emergency with your SFCASA youth:

- For life-threatening emergencies call 911, but first ensure you and the child, using best judgment, are at a safe distance from any ongoing danger.
- For mental health emergencies call the HSA-FCS Emergency Response Team/ Comprehensive Child Crisis Services at (415) 970-3800.

- Call your youth's PSW and leave a message if they are unavailable. If this is time-sensitive and you would like to speak with an available PSW, call the PSW's duty worker line and provide information to this PSW about the situation. You can also call the hot line at (800) 856-5553. If you are acting within the boundaries of your role and if you feel additional emergency support is needed, you can always call 911.
- Call your SFCASA Case Supervisor (remember their extension number) and leave a message if they are unavailable. If the incident occurs during regular business hours and your assigned Case Supervisor is unavailable, contact the SFCASA office directly at (415) 398-8001 and ask to speak with an available Case Supervisor. If the incident occurs during non-business hours, your Case Supervisor will follow up with you during the next business day.
- Inform your youth's caregiver(s) as appropriate. Also follow up with the youth's attorney.

If the situation is more a sense of urgency than a true emergency:

- Call your SFCASA Case Supervisor and leave a message if they are unavailable. If the incident occurs during regular business hours and your assigned Case Supervisor is unavailable, contact the SFCASA office directly at (415) 398-8001 and ask to speak with an available Case Supervisor. If the incident occurs during non-business hours, your Case Supervisor will follow up with you during the next business day.
- Call your youth's PSW and if they are unavailable, leave a message with any important developments; you may also call the duty worker line for the PSW.

How to report observed or suspected child abuse:

- Call your SFCASA Case Supervisor and leave a message if they are unavailable. If you are calling during regular business hours and your assigned Case Supervisor is unavailable, contact the SFCASA office directly at (415) 398-8001 and ask to speak with an available Case Supervisor. If you are calling during non-business hours, your Case Supervisor will follow up with you during the next business day. It is useful and advised that you discuss the information with your Case Supervisor or another in advance of making any report.
- Call the HSA-FCS Child Abuse Hotline at (800) 856-5553. If they tell you the matter is reportable, provide them with the information they request. You may also be required to complete a written report. This report can be downloaded from the web at: http://ag.ca.gov/childabuse/pdf/ss_8572.pdf Please make two copies of the completed form (one for your file and one for your Case Supervisor) and mail the completed original form to:
San Francisco Human Services Agency-FCS
P.O. Box 7988
San Francisco, CA 94120
- Keep the PSW and youth's attorney apprised of the information and any reports you make.