

Family Service Association of Greater Elgin Area
1140 N. McLean Blvd, Elgin, IL 60123 847-695-3680

EMERGENCY/CRISIS INSTRUCTIONS

My assigned clinician is: _____

The agency is committed to offering you emergency services when necessary.

An emergency is defined as:

- A time when you feel a danger exists to yourself or someone else, but 911 is not appropriate to contact.
- A time when you are unable to care for yourself due to mental illness.
- You feel, as a parent, that your child is at risk of hurting themselves or someone else, but 911 is not appropriate to contact.

In an emergency, you may need to call your clinician (or another available agency clinician) to discuss what actions to take, or to get assistance stabilizing the situation.

Emergency Contact Instructions:

- Call 847-695-3680
- Tell the person that answers the phone that you have an emergency and need to contact your counselor. Give the counselor's name.
- If your counselor is available, you will be put in contact with them. If your counselor is not available, a supervisor or another on-call counselor will be connected with you.

Non-Emergency Contact Instructions:

Call the agency during normal business hours, which are Monday through Thursday 9am-8pm, Friday 9am-5pm, Saturday by appointment, closed on Sundays. If your counselor is available, you will be put in contact with them. If your counselor is not available, you will be offered the opportunity to leave a message on their confidential voicemail.

Please note: Calls related to scheduling, canceling, changing, or confirming an appointment are NOT considered emergencies by the agency. For purposes of confidentiality, when someone from our agency contacts you via telephone, the agency phone number may show up on your phone's caller identification as "restricted", "blocked", "private" or "unavailable".

If you have any questions about these instructions, please discuss them with your counselor.