

## **CHILD AND FAMILY AGENCY of SOUTHEASTERN CT, INC.'S (CFA) AFTER-HOURS MENTAL HEALTH CRISIS PROCEDURE**

CFA's After-Hours Crisis Line is available to assist you/your child with a mental health crisis after normal business hours.

Reasons people have used the After-Hours Crisis Line:

- Child is being aggressive and not following safety plan. Caregiver needs advice from a crisis clinician on how to support.
- Client is having suicidal thoughts and needs to safety plan with a crisis clinician.
- Caregiver has a question about a missed dose of psychotropic medication (eg. meds for depression, anxiety, ADHD, etc). and needs guidance from one of our Psychiatry team members.

### **After-Hours Crisis Line**

**Hours of operation:** Monday through Friday 5 PM to 8 AM the following morning, when the office reopens and 24 hours Saturday and Sundays

1. Dial **860-440-7182** and tell the receptionist that you are calling for the crisis clinician.
2. State your name and your child's name, if applicable, the program you're utilizing along with your worker's name.
3. Your call will then be transferred to the crisis clinician.
4. Tell the clinician your concerns and they will support you via phone through your crisis.

Note: CFA's crisis line is phone support only. The crisis clinician will follow-up with your regular clinician regarding your crisis the next business day.

**Clinician's name and phone #:** \_\_\_\_\_

**Program:** \_\_\_\_\_

**Community Worker name and phone # (when applicable):** \_\_\_\_\_

*If you have a physical medical or psychiatric emergency and/or feel you or someone else is in immediate physical danger, call 911. If you are in need of crisis support at your home, please call 211 to reach mobile crisis.*

### **Urgent Crisis Center (UCC)**

CFA's Urgent Crisis Center (UCC) is available for youth 4 to 18 years old as an alternative to the emergency room. Clients must be accompanied by a caregiver throughout the entirety of the visit. For more information, visit [Urgent Crisis Center – Child and Family Agency](#) or call (860) 440-7182.

**Hours of operation:** Monday-Friday: 8 am-10 pm

Saturday: 10 am-10 pm

Sundays: Closed

**Address:** 255 Hempstead Street, New London, CT 06320