

The Salvation Army
Children's Services
425 Allentown Drive, Suite 1
Allentown, PA 18109



TO: All Resource Parents
FROM: The Salvation Army Children's Services
RE: **On-Call System**

As a service to you as a resource parent and the child(ren) in your care, a Salvation Army Children's Services staff member is available 24 hours a day, 7 days a week for your service. In order to contact The Salvation Army Children's Services on-call system **for emergency situations outside of traditional business hours**, you must follow the following procedure:

1. Call the main number of The Salvation Army Children's Services at (610) 821-7706 and the Answering Service will take your call.
2. Provide your name, telephone number, names of the child(ren) in your care, and reason for your call.
3. In emergency situations, then request that the on-call worker for The Salvation Army Children's Services be called.
4. The on-call worker will return your call as soon as possible, typically within 30 minutes of your initial phone call.

Additional items to note:

****This procedure is for EMERGENCIES ONLY.** Emergency situations can include instances such as an injury to a foster child (i.e. requiring a hospital visit, procedure, minor medical service, etc.), disclosure of pertinent or urgent information (i.e. regarding abuse, neglect, etc.), etc. *Emergency situations are not limited to the above examples.*

****If you are unsure if the situation is classified as an “emergency”,** please call the service and provide the information to the on-call provider, who will help determine if the call is an emergency.

**** Please DO NOT call the personal telephone** of your foster care caseworker or permanency specialist for on-call, emergency situations. Call the on-call service for any after hours, emergency circumstances; this number is the best number to utilize to ensure that the message is received and responded to in a timely fashion.

****The office number** can be utilized for non-emergency needs during the business days, Monday-Thursday 8:30 a.m.-4:30 p.m. and on Fridays, 8:30 a.m.-4:00 p.m.

****If you desire to leave a NON-EMERGENCY message,** please leave your name, telephone number and a brief message, and agency staff will return your call during the next working day.

Adherence to these procedures will help ensure the safety and well being of your family and the children in your care.