



FAMILY CONNECTIONS, LLC

Supporting Opportunities for Growth & Development

Emergency/On-Call Procedures

1. If you are in need of your clinician, for a non-clinical emergency, and it is during normal business hours (Monday-Friday, 9am-5pm) please contact your clinician directly at the phone number they have provided. The clinician will make a strong attempt to return your call at their earliest convenience.
2. If you are in a clinical crisis during normal business hours, you can call our on-call staff: Rebecca Carter, LMHC at 401-864-4301 or Kelly Waldron, LMHC at 401-952-8188. Please leave a message and Rebecca or Kelly will return your call within 15 minutes. If you are experiencing suicidal ideation or you feel your safety or those around you is in jeopardy, please call 911 immediately and/or go to your nearest emergency room.
3. If you are in need of clinical support outside of business hours, you can call our on-call staff: Rebecca Carter, LMHC at 401-864-4301 or Kelly Waldron, LMHC at 401-952-8188. Please leave a message and Rebecca or Kelly will return your call at their earliest convenience. If you are experiencing suicidal ideation or you feel your safety or those around you is in jeopardy, please call 911 immediately and/or go to your nearest emergency room.
4. Family Connections does recognize the use of text messaging. Please be advised that this form of communication is for arranging or modifying appointments only. Text messages that are of a clinical nature are not permitted via text messaging or email.
5. Family Connections does not recognize the use of social media (Facebook, etc) for any type of communication with our clients. All clinicians are instructed to not accept "friend requests" from current or former clients, as it compromises your confidentiality.

*Please sign below only after the above policies have been reviewed with you by your clinician:

Client/Date

Clinician/Date