

Valley Mountain Regional Center

AFTERHOURS RESPONSE TEAM

Can be reached at

209-955-3255

AFTERHOURS is available

- ❖ Monday-Friday 5:00pm until 8:00am the following day
- ❖ Saturday, Sunday's and all Holidays- 24 hours
- ❖ Calls will be returned within 60 minutes of receiving the message

When Contacting **AFTERHOURS** you can leave a

VOICEMAIL or TEXT MESSAGE

Include: your name, consumer's name, Service Coordinator's name, reason you're calling, a number where you can be reached and whether you require a call back.

Examples (but **NOT** limited to)- emergency room visits, hospitalizations, serious injury or accident, law enforcement involvement, abuse of any kind whether suspected or witnessed, APS/CPS involvement, medication errors, missing persons, behavioral outbursts that require more assistance than usual, crisis situations, natural disasters and consumer death. If you're unsure if an incident is reportable to afterhours err on the side of caution and give **AFTERHOURS** a call.

**Be aware that you can still use VMRC office numbers and follow the prompts to reach AFTERHOURS, however in recent months we have had technical difficulties with these numbers where messages left were not received or prompts were not available to reach the AFTERHOURS voicemail system. **