



## Emergency Cell Phone Protocols

858-336-0609

Key	Important Phone Numbers
<ul style="list-style-type: none"><li>AS – Advocacy Supervisor</li><li>CG – Caregiver</li><li>SW – Social Worker</li><li>NMD – Non Minor Dependent</li><li>PCC – Polinsky Children's Center</li><li>JH – Juvenile Hall</li></ul>	<ul style="list-style-type: none"><li>Non-emergency police: 619-531-2000</li><li>Child Abuse Hotline: 858-560-2191</li><li>PCC: 858-514-4600</li><li>JH: 858-694-4500</li><li>Mobile Crisis Response Team: 1-888-724-7240</li><li>Local Resources: 211</li><li>24/7 Suicide Hotline: 988</li><li>Cal-FURS: 1-833-939-FURS (3877)</li></ul>

### **Non-Emergency**

Please contact the office (858-598-2019) during business hours (9 a.m. – 5 p.m.) for the following:

- Case management issues
- Anything court-report related
- Information on events, addresses, etc. (check the CASA Courier and your email first)
- Hearing date or location (check the minute order)

### **California Family Urgent Response System (Cal-FURS)**

- Free, 24/7/365 hotline for current or former foster youth and/or CGs to call and receive immediate help for any big or small issues. Callers receive phone support from a trained counselor and referrals for county-based mobile response units for in-home de-escalation, stabilization, and support.
- 1-833-939-FURS (3877)
- [Cal-furs.org](http://Cal-furs.org)

### **Common Scenarios**

*Please also inform your AS about any of the below*

#### **Child is expressing suicidal thoughts/ideation**

- Call CG/Group Home
- If at **San Pasqual Academy**, reach out to the shift supervisor. There are two cell numbers, **760-402-3900** and **760-613-1447**, which are used in emergency situations.
- CASA or the youth can call the **Mobile Crisis Response Team at 1-888-724-7240**, a 24/7 phone line with information about how to handle a mental health crisis; they can talk to a trained counselor who can help with the specific situation.
- Call 988** for 24/7 Suicide Prevention

#### **Child goes AWOL while on a CASA outing**

- Call CG and SW. Only call 911 if there is a very dangerous situation

## Common Scenarios

*Please also inform your AS about any of the below*

### Child was hurt while on a CASA outing

- Take them home or to hospital, let CG and SW know

### CG is not home when CASA drops child off

- Wait at least 30 minutes, continue to call CG, last resort is PCC

### Child contacts CASA while AWOL

Nothing can be done. Don't drive them or pick them up. Call 211 for shelter list if necessary. If the child asks to be picked up or seen, CASA must explain they cannot due to rules and should encourage them to return or to call the SW

### Child is arrested

- Leave VM for the minor's attorney

### Child in JH

- Call JH to ensure it's a good time to visit the child  
446 Alta Road Suite 6100 San Diego CA 92158  
Phone: 619-671-4400
- Wear closed-toed shoes. Don't bring anything – no food, purses, cell phones, gifts, etc.
- Bring VFC badge and copy of court order
- Best times to visit: 8 am to 4 pm Monday - Friday. No visits on Saturdays. Sunday visits are by last name- **A-L 9:00am-10:00am M-Z 10:15-11:15AM**
- CASAs cannot visit Mon-Fri during the lunch hour 11am-12pm or 2-2:45pm during shift change.

### Child moved to PCC – how to visit

- Typically, SW puts CASA on a list – but if it's at night or on the weekend, call PCC directly and ensure it's a good time to visit the child. The CASA needs to bring their Court order and a picture ID. If the clerical staff have concerns, the CASA should ask that they reach out to the duty SW at PCC to confirm they are able to visit. That person (who is physically at PCC) can then go into their electronic system (which the clerical staff do not have access to) to verify that the CASA is appointed.
- **PCC:**  
**9400 Ruffin Ct, San Diego, CA 92123**  
**Hours: Open 24 hours**  
**Phone: (858) 514-4600**

### Child is at risk of losing housing

- Nothing immediate; call SW next morning or on Monday

### Child has lost housing and is in immediate need

- Call the **Child Abuse Hotline: 858-560-2191**. It's answered 24/7 and they'll be able to determine if a standby worker should respond or call law enforcement. If NMD, call 211 for shelter list

### Child is in a physically unsafe situation – e.g., domestic violence, parent/CG is physical with child

- If immediate danger, **call 911**. Also call **Child Abuse Hotline: 858-560-2191**