



Introduction to On-Call

In the event of self-harm, harm to others, destruction of property, or a medical emergency dial 911 immediately before contacting Bergen's Promise On-Call at 201-712-1170

Bergen's Promise provides On-Call, an emergency answering service, to help our families in crisis outside of normal business hours. When you call Bergen's Promise between 5:00 p.m. – 9:00 a.m. on weekdays or anytime on weekends or holidays, you will reach an On-Call Bergen's Promise Care Manager.



When you call, the On-Call Care Manager will talk your family safely through a crisis using your Crisis Plan. You might not be able to speak to your own Care Manager at the time of your call; however, your assigned Care Manager will be contacted on the next business day and follow up with you and your Child and Family Team.

In the event of **immediate danger**, please **call 911 prior to calling On-Call**. After calling 911, please use On-Call when your family is experiencing a crisis that you need help resolving, especially when your family is unable to use the strategies outlined in your Crisis Plan.

How to access On-Call

- Dial Bergen's Promise at 201-712-1170. You will reach an operator who will ask for your name, the name of the youth and the name of your assigned Care Manager. Please have your Crisis Plan available if possible.
- The operator will take your contact information. The On-Call Care Manager will then contact you as soon as possible.
- If your Crisis Plan is available, the On-Call Care Manager will walk you through your Crisis Plan.
- If you do not have your Crisis Plan, the Care Manager will work with you to find alternative strategies to assist you in your crisis.
- If further assistance is needed on scene, 262-HELP (201-262-4357) or 911 will be called.