

CONTACTING A SUPERVISOR FOR NORTH SHORE CHILD AND FAMILY GUIDANCE (NSCFG) CALLS

There are two instances when a supervisor (Christine) is available if a North Shore Child and Family Guidance (NSCFG) client wants to speak to a supervisor when NSCFG is closed (after 5PM and on weekends and holidays)

- 1) When the resolution of a call from a NSCFG client or parent of a NSCFG client is that the client goes to the emergency room because he/she is out of control or
- 2) When the resolution of a call from a NSCFG client or parent of a NSCFG client is that the police be called because he/she is out of control

Tell the client (or parent of the client) that you are going to contact **our** Supervisor (Christine) who will call them back. Make sure they understand that this is not a NSCFG worker - we have no way of getting in touch with NSCFG - but if they want to talk to our supervisor she is available. They must be able to give you a phone number where they can be currently reached. **It is never ok for you to give Christine's number directly to the client. YOU get the information from the client and relay it to Christine.** Call Christine's cell. If you get voicemail, leave a message.

Christine's Cell Phone: 516-547-8789

If they are a NSCFG client that has run out of medication, have them call their pharmacy to ask for enough medicine until they can contact their doctor. If that doesn't work, and they feel that it is imperative that they get the medication, have them go to an emergency room. It is not necessary to contact Christine in this situation.