

CRISIS PROCEDURES

Steps to take in a medical or psychiatric emergency:

1. If you need immediate help, call 911 or go to the nearest emergency room.
2. As soon as the child is safe, notify your child's physician(s) and mental health provider(s).
3. Contact the Mason Associates office nearest to you, or call our central office: 802-425-7600.
4. If you call during business hours, we will immediately begin working on a plan to find a more permanent situation for your child; this where our team approach will really help to expedite and focus the placement process.
5. If you call on the weekend or in the evening, someone should get back to you within 12 hours. We've been working with families in crisis for more than 20 years and have international networks of first-rate, proven professional resources to put to work helping you and your child. We will work weekends and late into the evening to help you.

If you are not already a client, please also use the [Inquiry](#) section of this website to alert us to your situation. We will get back to you as soon as possible. We will use the inquiry information as the beginning of your child's formal intake and placement planning process. Please don't try to write The Great American Novel; there will be time to fill in all the details after the immediate crisis is passed. Use your, and our, time effectively and efficiently to get a stable start as we begin this important new relationship.