

Emergency Cell Phone Protocols

858-336-0609

Key	Important Phone Numbers
<ul style="list-style-type: none"> • AS – Advocacy Supervisor • CG – Caregiver • SW – Social Worker • NMD – Non Minor Dependent • PCC – Polinsky Children’s Center • JH – Juvenile Hall 	<ul style="list-style-type: none"> • Non-emergency police: 619-531-2000 • Child Abuse Hotline: 858-560-2191 • PCC: 858-514-4600 • JH: 858-694-4500 • Access and Crisis Line: 888-724-7240 • 211

Please Contact the Office During Business Hours 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)

Common Scenarios (and how to handle them)

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. For general questions and concerns you can call supervisor desk number **760-233-6089** or the house phone. House parents work 3pm-11pm and can be contacted on the house phone, but are not expected to take calls after their shift
- CASA or the youth can call the **Access and Crisis Line 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

Child goes AWOL while on a CASA outing

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

Child was hurt while on a CASA outing

- Take them home or to hospital, contact CG and SW

CG is not home when CASA drops child off

- Wait at least 30 minutes, continue to call CG, as a last resort take youth to PCC

Common Scenarios (and how to handle them)

Please also inform your AS about any of the below

Child contacts CASA while AWOL

- CASAs may not drive or pick up AWOL youth but can communicate with them. CASA may not order an Uber or Lyft for the youth. Call 211 for shelter list if necessary. If the child asks to be picked up or seen, CASA should explain they cannot due to rules and should encourage them to return to their placement, call their SW, or go to PCC. CASAs may meet youth at PCC

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
2801 Meadow Lark Dr., San Diego, CA 92123
Phone: (858) 694-4500
- Wear closed-toed shoes. Don't bring anything – no food, purses, cell phones, gifts, etc.
- Bring VFC badge and copy of court order
- Best not to visit on Thursday or Sunday – those are family days and the line is long
- Best times to visit: 10-10:45am, 1-2pm, 3-4pm. No visits between 11-12pm, 2-2:45pm, or 4-5pm

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**