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Canadian Mental Health Association Waterloo Wellington (CMHA WW)

Family Support Options (FSO)

After Hours and Emergency Protocols

Reviewed: July 2024

EMERGENCY

- An **EMERGENCY** is an accident or incident where police, fire or ambulance are required.

CALL 911

CRISIS

- A **CRISIS** is when there is imminent risk of physical or emotional harm to the person you serve or others that is not an emergency.
- **HERE247** assists us in accessing a CMHA WW on call crisis worker after hours and on weekends to help with a crisis. The number to call is;

1 844 437 3247 or 1 844 HERE247

You must also call your FSO Coordinator (or CMHA WW staff member providing coverage in his/her absence) and leave a message.