



Keystone Autism Services

After-Hours BHS On-Call Guidelines for Participants and Families

The purpose of this service is to provide **telephone support** to participants and families after normal business hours for **urgent concerns or questions which cannot wait until the next business day**. Participants and families should **call 911 for emergencies** which require immediate attention. Normal business hours are Monday-Friday 8:00am to 5:00pm. After-Hours BHS On-Call hours are Monday-Friday 5:00pm-8:00am, Friday 5:00pm-Monday 8:00am, holidays, and other office closures.

Emergency: there is an immediate threat to life, health, property or environment.

Urgent- it is not life threatening, but requires timely attention within 24 hours.

NORMAL BUSINESS HOURS

Participants and families should call a member of the participant's team using the direct numbers provided. If a team member cannot be reached directly, participant and family should call the main KAS number at 717-220-1465 or 1-877-501-4715 (toll free) for assistance.

AFTER NORMAL BUSINESS HOURS

For questions and concerns which **can wait** until the next business day, participant and family can call a member of the participant's team directly to leave a message for the next business day or should wait to call during normal business hours, Monday-Friday 8:00am to 5:00pm.

Examples include: change of shift, asking about support schedule, general concern/complaint, scheduling new transportation

For urgent questions and concerns which **cannot wait** until the next business day, participant and family should call the main KAS number 717-220-1465 or 1-877-501-4715 (toll free) to be connected to an On-Call BHS through an answering service.

For the following items the answering service will ask you to stay on the phone to immediately and directly connect you to the On-Call BHS:

- need to talk with someone about how you are feeling
- in crisis
- may need ambulance or go to the ER



The On-Call BHS will provide support over the phone to address the concern, ensure health, safety and welfare, and after assessing the situation will assist with connecting and/or providing any appropriate resources (crisis hotline, ambulance, police, etc.).

For the following items the answering service will take a message to relay to the BHS so the BHS can gather information to address the concern. The On-Call BHS will call you back within 15 minutes.

- staff not showing up for shift
- issues or questions related to transportation prior to 10am of the next business day
- complaints, if immediate concern due to someone's safety
- insurance questions, if immediate need for ER, urgent care, hospital

The On-Call BHS will provide support over the phone to address the concern, ensure health, safety and welfare, and after assessing the situation will assist with connecting and/or providing any appropriate resources (crisis hotline, ambulance, police, etc.).



Language Assistance Services

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **[717-220-1465] (TTY: 1-877-501-4715).**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **[717-220-1465] (TTY: 1-877-501-4715).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **[717-220-1465] (телетайп: 1-877-501-4715).**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **[717-220-1465] (TTY : 1-877-501-4715)。**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **[717-220-1465] (TTY: 1-877-501-4715).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-717-220-1465** (رقم هاتف الصم والبكم: **1-877-501-4715**).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **[717-220-1465] (टिटिवाइ: 1-877-501-4715) ।**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **[717-220-1465] (TTY: 1-877-501-4715)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ **[717-220-1465] (TTY: 1-877-501-4715)។**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **[717-220-1465] (ATS : 1-877-501-4715).**



သတိပို့ရန် - အကယ့်၍ သတ္တု ဖွဲ့ ဖွဲ့ ပျံ့နှံ့စကား ကို ဝေပျံ့ပါက၊ ဘာသာစကား အကူအညီ၊ အခဲ၊ သင့်အကြံကို စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် [717-220-1465] (TTY: 1-877-501-4715) သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele [717-220-1465] (TTY: 1-877-501-4715).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para [717-220-1465] (TTY: 1-877-501-4715).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন [717-220-1465] (TTY: 1-877-501-4715)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në [717-220-1465] (TTY: 1-877-501-4715).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો [717-220-1465] (TTY: 1-877-501-4715).