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:
  o need to talk with someone about how you are feeling
  o in crisis
  o 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).


ATTENTION: If you are a Kreyòl speaker, there are free language services available. Please call [717-220-1465] (TTY: 1-877-501-4715).


If you speak Gujarati, please call [717-220-1465] (TTY: 1-877-501-4715) to access language services.