

The SAFE Team

*A support line for Developmental Services and
Children's Clients and their families.*

SAFE Team number

802-886-4511

Hours of Operation

Weekdays 4pm-8am

Weekends

Major Holidays



SAFE Team Services

SAFE Team Phone Consultant – When you call the SAFE team number you will be connected to a SAFE Team Phone Consultant and they will support you through a phone consultation. Through this consultation the Phone Consultant will determine what additional support may be necessary for a positive outcome.

SAFE Team Responder – If the Phone Consultant determines that a SAFE Team Responder is needed, they will dispatch a Responder to you. A Responder will come to you and support you and your child/client through a difficult situation.

SAFE Team Nurse – A SAFE team nurse may be called in the event a Developmental Services client has a medical question, a concern about medication administration, or simply to report a medical incident. In the event of a medical Emergency, please call 911 before notifying the SAFE team.

SAFE Team

Crisis Response

The SAFE Team uses the CALMS model from **Therapeutic Options™** to support people who are having a behavioral emergency.

Therapeutic Options™ is a comprehensive approach to reducing violence and the use of restraint and seclusion in behavioral health care.

Therapeutic Options™ is:

- ❖ Research Based
- ❖ Person Centered
- ❖ Relationship Driven
- ❖ Prevention Focused
- ❖ Trauma Informed

Using the **CALMS** Model, the phone consultants and responders will:

- ✓ Connect
- ✓ Assess
- ✓ Listen
- ✓ Maintain
- ✓ Support

