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