



Connections Program After-Hour & Weekend Support

All family therapists and supervisors carry OCP cell phones and are available to support you if you are having trouble with your child outside of your regularly scheduled meetings. We encourage you to call as soon as problem behaviors start and you'd like support. If you wait until your child is in a full blown tantrum to call, it is difficult to do any teaching with your child and our focus will be on minimizing harm and getting your child calm. We want to catch problems early and help your child calm down and start to cooperate at the first sign of trouble.

In order to connect you with a trained therapist, we recommend you take the following steps:

During business hours (Monday-Thursday 9am-6 pm, Friday 9am-5:30pm):

1. **First text/call your family therapist.** Leave a detailed message about the nature of your problem and the best number to reach you. Your family therapist may be in an appointment or out of the office. If you do not hear back in a reasonable time period, proceed to step 2.
2. **Contact OCP reception at 541-743-4340 and ask to be connected with an Outpatient Supervisor.** Our reception staff may ask you for the name of your child or a brief description of the nature of the problem so they can connect you with the appropriate staff member.

Outside of business hours (before 9am, after 6pm, on weekends or holidays):

1. **Call Connections After-Hours Support Line at 541-246-2400.** Leave a detailed message about the nature of your crisis and a number to reach you. The on-call therapist will call you as soon as possible. After hours calls are to manage specific situations and will be targeted to problem solve quickly. More time will be devoted to the situation during your next scheduled Family Therapy session.