



## On-Call Services

For clients who may need support any time of the day or night, Brainworks' "24-7 On-Call" Service is just a phone call away. This is primarily a phone consultation service designed for individuals requesting an immediate response and is not intended to replace regular treatment, emergency services or natural community supports.

Clients enrolled in this program will be provided with a toll-free number for Brainworks' "24-7 On-Call" Service. A skilled staff member will respond to calls immediately and provide the necessary telephone support.

Brainworks will make every effort to assist clients to access other appropriate services or health care providers if required and will encourage them to contact assigned Brainworks staff or other service providers for assistance during normal business hours.

### Components of the **24-7 On-Call** Service:

- ☀️ 24-hour on-call telephone support
- ☀️ Clients will be provided with a toll-free telephone number to contact Brainworks' Call-Answering Service at any time of the day or night
- ☀️ Brief incident reports will be prepared
- ☀️ During normal business hours, a staff member familiar to the client will respond. Otherwise the on-call staff member will take the call
- ☀️ Outside business hours, calls will be transferred to the Brainworks staff member on call for immediate attention
- ☀️ Cost for the program includes a flat rate plus fees for actual time spent responding to requests.

For more information about our **24-7 On-Call** service or our other services or programs, please visit our website, [www.brainworksrehab.com](http://www.brainworksrehab.com), or contact:

*London: (519) 657-1180 ext. 0*

*Windsor: (519) 970-9259*

*Toll Free: (866) 394-6240 ext. 0*

*Email: [info@brainworksrehab.com](mailto:info@brainworksrehab.com)*

79 Ridout Street South  
London, ON N6C 3X2  
Email: [info@brainworksrehab.com](mailto:info@brainworksrehab.com)  
[www.brainworksrehab.com](http://www.brainworksrehab.com)

Phone: (519) 657-1180  
Toll free: (866) 394-6240  
Fax: (519) 657-1182

