



## After Hours & Emergency Support Policy

Policy Number: CMA.2021	Original Effective Date: 8/6/2025
Department: Case Management Agency	Revision Date: 6/8/2026
Policy Owner: Melissa Emery	Approval Date:
Policy Approver(s): Director of the CMA	

### Policy Purpose:

The purpose of this policy is to outline how Rocky Mountain Human Services (RMHS) can be contacted outside of standard business hours, including response expectations and resources for urgent situations.

### Scope:

This policy is applicable to all employees and volunteers, contractors, or agents of Rocky Mountain Human Services who provide services to members, families, and providers.

### Procedure/Process/Responsibilities:

#### A. Contacting RMHS Outside of Regular Business Hours

1. RMHS operates within the business hours of Monday through Friday, 8am – 5pm
  - a. Regular office business hours and holiday closures must be provided to all Members upon enrollment and at least annually, available at office locations and on the RMHS website.
2. RMHS observes the following holidays:
  - a. New Year’s Day
  - b. Martin Luther King Day
  - c. President’s Day
  - d. Memorial Day
  - e. Juneteenth
  - f. Independence Day
  - g. Labor Day
  - h. Thanksgiving
  - i. Day After Thanksgiving
  - j. Christmas
3. RMHS staff must respond to members, families, support person(s) and providers within two (2) business days of receiving communication.
4. When support is needed outside of RMHS business hours:
  - a. Members, families, support person(s), and/or providers may contact their case manager via email or voice message



- b. The case manager will respond within two (2) business days from the date the email or voice message is sent

**B. Procedure for Urgent Situations**

- 5. When urgent support is needed outside of standard RMHS business hours
  - a. Members, families, support person(s), and/or providers may leave a voice message with the RMHS contact center at 844-790-7647
    - i. Contact center staff check voicemails at the start of the following business day. All urgent voicemails are returned by contact center staff or forwarded to the appropriate person for immediate attention (the case manager and their supervisor, for example).
  - b. Members, families, support person(s), and providers may contact any of the following for additional support:

Organization name/Type of Resource	Website	Phone Number
Colorado Mental Health Line	<a href="https://www.988colorado.com/en/colorado-crisis-services">https://www.988colorado.com/en/colorado-crisis-services</a>	988
Samaritan House - Homelessness Support in Denver	<a href="https://ccdenver.org/denver-samaritan-house/">https://ccdenver.org/denver-samaritan-house/</a>	303-295-3366
Denver Rescue Mission	<a href="https://denverrescuemission.org/">https://denverrescuemission.org/</a>	303-297-1815
Urban Peak	<a href="https://www.urbanpeak.org/">https://www.urbanpeak.org/</a>	303-974-2908
Colorado Coalition for the Homeless	<a href="https://www.coloradocoalition.org/">https://www.coloradocoalition.org/</a>	
Shelter Listings for Adams County	<a href="https://www.shelterlistings.org/county/co-adams-county.html">https://www.shelterlistings.org/county/co-adams-county.html</a>	
Advocacy Denver	<a href="https://www.advocacydenver.org/">https://www.advocacydenver.org/</a>	303-974-2530
Arc of Adams County	<a href="https://arcadams.org/">https://arcadams.org/</a>	303-428-0310
Colorado Cross-Disability Coalition	<a href="https://ccdconline.org/">https://ccdconline.org/</a>	303-839-1775
For Unexpected Termination of Residential Services – file a complaint with CDPHE	<a href="https://cdphe.colorado.gov/health-facilities/health-facilities-complaints">https://cdphe.colorado.gov/health-facilities/health-facilities-complaints</a>	303-692-2926



**References/Related Documents**

[ORG.105-Inclement Weather and Emergency Closures](#)

[HS.410-Emergency Situations Management](#)

Previous Policy Numeration: None