Client Specific Questions- Non-Time Sensitive	Client Specific Questions- Time Sensitive	Questions about Policies or Procedures	Unplanned PTO Request <i>BEFORE</i> 8:30am or AFTER 5:30pm	Unplanned PTO Requests between 8:30am and 5:30 pm	Immediate S.U.P.P.O.R.T. needed/Crisis
Look in Behavior Support Plan (Green Binder)	Call/Text ABC. Wait 5 minutes for response	Refer to Employee Policy Manual or NVT Procedures on Sdemployees.com	Call your program's designated Call out Person.	Call your program's designated Call out Person	Call your program's BA/ABC  If no response within 5 minutes
Write question in Communication Log, or email ABC and BA	Call/Text BA. Wait 5 minutes for response	Can't find answer on website, contact your designated PSI Support Person. Allow 24 hrs for response	Follow instructions  per Call Out  Person's Call Out  letter Allow 15  minutes for a  response	If no one answers call the Receptionist (see below)	Call Receptionist at 802-876-7039
Read response	Call Receptionist at 802-876-7039. Tell them you have a time sensitive question.	Call Pod Coordinator. Allow 24 hrs for response.	If Call out Person not available Call Responder at: 802-876-7039.	If Call out person not available Call Receptionist at 802-876-7039	