

On Call Policy for Guests and Overnight Clients

We want to ensure your stay at Touch of Nature Outdoor Education Center is safe, comfortable, and enjoyable. That's why we have established an on-call procedure to assist you with any emergencies or issues that may arise outside regular operational hours.

On-Call Assistance:

- We always have designated on-call staff available to respond to emergencies and your needs.
- These staff members are trained and ready to assist you promptly, whether it is a safety concern, maintenance issue, or general assistance request.
- If you cannot get anyone through the on-call number, please leave a detailed message and contact information and you will receive a call back promptly.
- If this is a time sensitive issue, please contact your designated program coordinator for your reservation, if you cannot communicate with the on-call staff member.

What You Can Expect from On-Call Staff:

- Upon check-in, you will receive a designated contact number for on-call staff.
- This number is exclusively for urgent matters that cannot wait until regular business hours.
- Our on-call staff are expected to be within a 30-minute radius of Touch of Nature when scheduled and are expected to give you an anticipated timeline for a solution to any issues brought to their attention.

Emergencies:

- For medical or life-threatening emergencies, dial 911 first, then inform our staff using the number provided.

Non-Emergency Assistance:

- For non-emergency matters such as maintenance issues or general assistance, you can also contact our on-call staff using the designated number.
- Please provide detailed information about the issue and your location on the property for a prompt response.

Relevant Phone Numbers

- **Touch of Nature Office:** 618-453-1122 – Available Monday-Friday from 8 a.m. – 4:30 p.m.
- **Touch of Nature On-Call Phone:** 618-967-7602
- **Police, Fire and or Medical Emergency:** 911
- **Poison Control:** 800-222-1222
- **Jackson County Non-Emergency Number:** 618-687-3822
- **Williamson County Non-Emergency Number:** 618-997-6541
- **Nearest Hospital** – SIH Memorial, 405 W Jackson St. Carbondale, IL 62901, 618-549-0721

At Touch of Nature Outdoor Education Center, your safety and comfort are our top priorities. Our on-call procedure is just one of the ways we demonstrate our commitment to providing exceptional service. If you have any questions or concerns during your stay, don't hesitate to reach out to our on-call staff. We're here for you, no matter the time of day.