

Nicole Groves, LPC - Client Emergency and Crisis Protocol

Purpose:

To provide clear guidelines for handling emergency and crisis situations involving clients, ensuring safety, appropriate response, and adherence to legal and ethical standards.

Policy Statement:

Nicole Groves, LPC is an outpatient mental health clinic and **does not provide crisis intervention or emergency services. Therapists are in session with other clients and do not have the capacity to act as a crisis resource.** Clients experiencing an immediate crisis should seek assistance from emergency services or crisis resources.

Definition of a Crisis:

A crisis is defined as any situation where a client:

- Is at immediate risk of harming themselves or others.
- Is experiencing a severe psychiatric episode that requires urgent intervention.
- Requires immediate medical attention due to a mental health condition.

Emergency Contact Information:

Clients experiencing an emergency should contact one of the following:

- **911** – For immediate medical or safety emergencies.
- **988 Suicide & Crisis Lifeline** – Call or text **988** for 24/7 crisis support.

Therapist and Clinic Role in a Crisis:

1. During Business Hours:

- If a client contacts the clinic in distress, the administrative staff will direct them to emergency services or appropriate crisis resources.
- **Therapists are in session with other clients and cannot respond to crisis situations.** Clients must seek immediate assistance through emergency services.

2. After Business Hours:

- The clinic does not provide after-hours crisis services.
- Clients should utilize **911, 988, or local crisis resources.**

3. Mandated Reporting:

- If a client expresses intent to harm themselves or others, the therapist is legally obligated to take necessary steps, including notifying emergency services or identified support persons.
- In cases of suspected abuse or neglect, therapists are required to report to the appropriate authorities.

Wellness and Safety Planning:

- Clients at risk of crisis should work with their therapist to develop a **personalized safety plan**, including identifying support systems and coping strategies.
- Clients are encouraged to share emergency contact information with the clinic in case of a crisis requiring outreach.