**Client Emergency and Crisis Protocol**

**Brave Enough, LLC - Counseling Services**

**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:**  
Brave Enough, LLC 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, 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.