

# Emergency Contact & Mental Health Crisis Policy (Telehealth)

## Policy Statement:

At Intersection Therapy, the safety and well-being of our clients are of utmost importance. This document outlines our procedures for managing emergency situations and mental health crises to ensure that clients receive appropriate support when needed.

## Client Responsibilities:

As a client or caregiver to a client, you have specific responsibilities in relation to emergency contact and mental health crisis procedures:

- Provide Accurate Emergency Contact Information: It is your responsibility to provide accurate and up-to-date emergency contact information to your therapist. This information should include the name, relationship, and contact number of your designated emergency contact person.
- Identify Local Emergency Mental Health Services: In collaboration with your therapist during the first session, you will identify and become aware of local emergency mental health services in your area that you can access in case of a crisis.
- Communication: If you are in crisis or experiencing an emergency during a therapy session, it is essential that you communicate this to your therapist immediately. This can be done during a therapy session, via phone, or through any available means of communication.
- After-Hours Crisis: Intersection Therapy is not a crisis support center and therefore cannot respond to crisis situations outside of therapy sessions.
- Follow Therapist's Guidance: In the event of a crisis, follow the guidance and recommendations provided by your therapist, including any safety plans or crisis intervention strategies that have been developed as part of your treatment.

## Therapist Responsibilities:

Therapists at Intersection Therapy have specific responsibilities in responding to client emergencies:

- Assessment: If a therapist becomes aware of a client's crisis or emergency during a therapy session, they will assess the situation to determine the level of risk and urgency.



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- **Safety Planning:** Therapists may collaborate with clients to develop safety plans for managing crisis situations. These plans outline steps to take in case of emergencies and include emergency contact information.
- **Contacting Emergency Services:** In cases of immediate danger or severe crisis, therapists may contact emergency services (e.g., non-police crisis lines or 911) to ensure the client's safety. This will be done with the utmost care and consideration for the client's well-being. The therapist will always attempt to utilize non-police mental health crisis intervention services before involving police services.
- **Contacting Designated Emergency Contact:** Therapists may contact the client's designated emergency contact person to inform them of the situation and request their support or assistance if necessary.
- **Internet Connection Issues:** In the event of an internet connection issue during a teletherapy session, therapists and clients will have a pre-established plan for rescheduling or switching to another secure communication method, such as a phone call. Clients acknowledge the risk of Internet Connection Issues during an emergency. The therapist will use all reasonable means available to re-gain contact with the client based on the contact information they have provided. If there is cause for safety concern, the therapist may contact emergency services and provide the client's address.

### **Confidentiality and Exceptions:**

While therapy sessions are confidential, there are exceptions to confidentiality in cases of emergencies or when there is a risk of harm to the client or others. In such situations, therapists may breach confidentiality to ensure the safety and well-being of all involved parties.

### **Resources:**

In addition to the therapist-client relationship, clients are encouraged to seek help from resources in crisis situations. The most up-to-date list of crisis resources is posted on our website.

### **Client Education:**

Clients are encouraged to engage in open dialogue and proactive communication with their therapists regarding this policy to ensure that their unique needs, preferences, and concerns are addressed in therapy.



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## **Updates and Amendments:**

Clients will be informed of any updates or amendments to this policy, including how changes will be communicated and the effective date of any policy revisions.

## **Policy Review:**

This policy may be subject to periodic review and updates to ensure its effectiveness and alignment with our commitment to providing quality online therapy services.

**Last Updated:** August 2023