



142 Main Street E. | Girard, PA 16417 | (814) 324-5373

www.anchorpointcounselingcoaching.com

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:

Anchor Point Counseling & Coaching is an outpatient mental health private practice and does not provide crisis intervention or emergency services. Clinician may be in session with other clients and may have limited 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 citation where a client:

- Is at immediate risk of harming themselves or others;
- Is experiencing a severe psychiatric episode that requires urgent intervention; or
- 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.
- Local Crisis Services:
 - Crisis Center at UPMC Western Behavioral Health at Safe Harbor
2560 West 12th St Erie, PA 16505
(814) 456-2014
24/7 crisis hotline, 24/7 walk in assessment, 24/7 mobile services

Therapist and Practice Role in a Crisis:

All clients are provided with crisis policy instructions at intake. Instructions are provided on voicemail recording as well as email signature from practice/clinician.

During Business Hours:

If a client contacts the practice in distress, they will be directed to emergency services or the appropriate crisis resource. Clinician has provided UPMC Western Behavioral Health at Safe Harbor contact information to reach the clinician in the event a client contacts their facility.

After Business Hours:

If the client contacts the practice in distress, outside of business hours they will receive an automated message advising them to:

- Contact 911, 988, or the local crisis services via UPMC Crisis Services at Safe Harbor at (814) 456-4012 or
- present at the local emergency room.

Clinician has provided UPMC Western Behavioral Health at Safe Harbor contact information to reach the clinician in the event a client contacts their facility.

Consent & Acknowledgment

By signing below, you acknowledge that you have **read, understood, and agree** to the information outlined in this Client Emergency and Crisis Protocol Policy at Anchor Point Counseling & Coaching.

Client Name (Printed): _____

Client Signature: _____ Date: _____

