

1. PRACTICE RISK AVOIDANCE

- Carefully assess each client for online suitability (prior to going online) using a pre-intake screening.
- Pre-screen for suicidal and homicidal clients.
- Pre-screen for unstable clients.
- Continue assessment for unsuitability during all tele-mental counseling sessions.

2. PRACTICE SITUATIONAL AWARENESS

- Be aware of limitations from your office, such as distance from client and ability to contact support agencies at or near client's location.
- Maintain an Emergency Checklist for each client and have it in a convenient place during each session.

3. PRACTICE PREPAREDNESS

WRITTEN PLAN/EMERGENCY CHECKLIST:

Client Name *Phone #*

Client Street Address *City* *State* *ZIP*

Emergency Services nearest to client *Phone #*

Police station nearest to client *Phone #*

Emergency Contact *Phone #*

Medical Facility nearest to client *Phone #*

SPECIFIC EMERGENCY SITUATIONS REQUIRING ACTION:

- Client makes suicidal or homicidal comments expressing intent during session. **Action: Call police station and emergency contact, but continue to counsel client, discouraging suicidal/homicidal thinking as much as possible. If client stabilizes, follow up by ensuring that client receives wellness check from emergency contact and/or police if necessary.**
- Client has psychotic break, extensive panic attack, seizure, or nervous breakdown during session. **Action: Call client's local emergency services and emergency contact. If client stabilizes, follow-up by ensuring that client receives wellness check from emergency contact and/or police if necessary.**
- Client is injured or harmed in any way during session (i.e., by self, an accident, or as a result of an illness/sickness). **Action: Call client's local emergency services and emergency contact.**