

Client Emergency Checklist

- ☐ **Ensure immediate safety:** If you believe the client is at immediate risk of harming themselves or others, you might need to contact emergency services right away.
- ☐ **Stay with the client:** If you are physically present with the client, do not leave them alone. If communicating remotely, try to keep them on the line while you seek help on their behalf.
- ☐ **Contact local crisis teams:** If available in the client's area, contact a local crisis response team. They are specifically trained to handle mental health emergencies and can connect the client with appropriate resources and interventions.
- ☐ **Connect with emergency contacts:** If possible, inform a trusted family member or friend who might be able to support the client or provide further information.
- ☐ **Engage in active listening:** While waiting for help, continue to listen to the client, offering comfort, reassurance, and understanding.
- ☐ **Avoid making promises:** Do not promise confidentiality in situations where the client is at risk. Safety is the priority in these instances, and it can be essential to be transparent about the limits of confidentiality in emergencies. Making promises that may not be able to be kept could harm the therapeutic alliance.
- ☐ **Follow up:** Follow up with the client, both in the immediate aftermath of the crisis and over the longer term. Ensure they are receiving the necessary care and support and create or revisit their safety plan to help prevent future crises.