**What to do with an Emergency Call from a Client**

*Situation: A client calls asking to speak to a therapist and you inform them that the therapist in a session with a client or that they are not at work today and ask if you can pass on a message.*

* If the client appears upset/angry/tearful on the phone when being told the above, ask them the following question:

*“Will you be okay until your next appointment or is this urgent?”*

* If the client says **they will be okay** remind them of their next appointment date/time and/or the next workday for the therapist and ask them to let you know if they need to see someone before then as we can organise this for them.
* If the client says that **they are NOT okay**, tell them the following:

*“Ok (name), what I’m going to do right now is send you some phone numbers through a text message. These numbers will be for Lifeline and the Mental Health Line where you can access immediate support. I will also need to contact your doctor and your next of kin to inform them because we want to make sure that you’re okay and can keep yourself safe.”*

* If the client asks you not to contact anyone remind them of the following:

*“Based on the information you disclosed it is our company policy to make sure you are safe and contact those close to you. Is there someone with you now that I can talk to so that I know you are safe?”*

In this case you are able to speak to another party to make sure they keep an eye on the client and/or take them to see their doctor.

* After the phone call contact the acute crisis team and let them know of the situation, their risk and inability to keep themselves safe and the conversation you had with the client.
* Update the therapist on the situation that took place
* In a case where the client is suicidal while on the phone, ask the client where they are right now, contact the police and advise them of the situation.