

**CONCERN: Employee Assistance Program**  
**Clinical Protocol for Psychiatric Emergency, Threat of Violence, and Child or Elder Abuse**

The following protocols represent standard clinical procedures and are to be used as guidelines when working with high risk/high visibility cases. Nothing in these guidelines is intended to negate the need to follow applicable laws and regulations or good clinical practice. **Providers must contact a CONCERN Clinical Manager or Supervisor at case opening for these cases.**

**Psychiatric Emergency and Threat of Violence**

- ❑ Be sure you have an accurate home address, home and work phone number, and phone numbers for significant others. If assessing over the phone, be sure you know the client's current location.
- ❑ Assess for lethality or danger to self or others. SEE PROTOCOL FOR SUICIDE RISK IF APPLICABLE.
- ❑ **Evaluate and document for "duty to warn".** *Duty to warn* refers to the responsibility of a counselor or therapist to breach confidentiality if a client or other identifiable person is in clear or imminent danger. In situations where there is clear evidence of danger to the client or other persons, the counselor must determine the degree of seriousness of the threat and notify the person in danger or others who may be in a position to protect that person from harm. **(Tarasoff).**
- ❑ Consult immediately with CONCERN Supervisor or Clinical Manager, psychiatrist or colleague. If, as the result of assessment, client does not require evaluation for hospitalization:
  - ❑ Develop plans for structured activities until next contact.
  - ❑ Refer to a psychiatrist and obtain a Release of Information to speak to him/her.
  - ❑ Involve significant others with permission. Obtain a Release of Information if necessary (see below).
  - ❑ Develop treatment plans and necessary referrals.

**OR**

If, as the result of assessment, client requires evaluation for hospitalization and ***is*** cooperative:

- ❑ Arrange appointment for evaluation with a psychiatrist or psychiatric emergency facility and obtain a release of information to speak to the facility.
- ❑ Enlist the help of significant others to transport client to the hospital.
- ❑ Use the ambulance or police if there is a danger of the client changing his/her mind.

**OR**

If, as the result of assessment client requires evaluation for hospitalization and ***is not*** cooperative:

- ❑ Call police to transport or to do a welfare check.
- ❑ Post assessment follow-up:
  - ❑ Contact client and family
  - ❑ Clarify post assessment treatment plans with client or treatment provider.
  - ❑ Inform CONCERN Supervisor or Clinical Manager at case opening.

**Child or Elder Abuse**

**In instances of child and elder abuse, providers must consult with CONCERN Supervisor or Clinical Manager.**

- ❑ Assess if the child (or elder) is in immediate danger and contact police if necessary. (Do not inform parents (or family) of report if doing so would interfere with the investigation.
- ❑ **Evaluate for "duty to warn" (Tarasoff).**
- ❑ Call appropriate local authorities when there is a reasonable suspicion of abuse or neglect.
- ❑ File a written report to the proper local authorities if required by law.
- ❑ Contact parents (family, or client, in the case of elder abuse) once the investigation has been conducted.
- ❑ Inform CONCERN Supervisor or Clinical Manager at case opening.