



*MB Therapy*

Person-Centred Counselling

Client Crisis/Risk

## **Crisis and Risk Policy**

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## Introduction

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This policy explains how crises and risk-related situations are managed within my counselling practice. It is intended to support client safety while maintaining clear and appropriate boundaries.

## Scope

This policy applies to all counselling sessions conducted through:

- Video conferencing platforms (e.g., Zoom, Microsoft Teams, etc.)
- Telephone or mobile phone
- Any other online communication method agreed upon
- In-Person based therapy

## Counselling Is Not a Crisis Service

- Counselling sessions are **not an emergency or crisis service**.
- I am not able to provide immediate support outside of scheduled sessions.
- If you are in immediate danger or feel unable to keep yourself safe, you should contact **emergency services (999)**, attend your local **A&E department**, or contact an appropriate crisis service without delay.

## Crisis Support Resources

Clients are encouraged to familiarise themselves with crisis support options, including:

- NHS 111
- Samaritans (UK): 116 123
- Local crisis teams or emergency mental health services

Clients outside the UK should seek equivalent local emergency services.

## Risk Assessment

- If you disclose thoughts of suicide, self-harm, or harm to others, I may carry out a **risk assessment** to better understand your safety and support needs.
- Risk assessments help inform appropriate next steps and do not automatically mean confidentiality will be broken.

## Managing Risk

Where risk is identified, I may:

- Work collaboratively with you to develop or update a **personal safety plan**
- Encourage you to seek additional support or **I may seek your consent** to contact external support services **on your behalf** (e.g. GP, crisis team, trusted person)
- Discuss appropriate referrals or signposting to other services

## Limits of Confidentiality in Crisis Situations

While confidentiality is respected wherever possible, it may be breached if:

- There is a **serious and imminent risk** to your life or the life of others
- There are safeguarding concerns involving a child or vulnerable adult
- Disclosure is required by law

Where possible, any decision to share information will be discussed with you beforehand.

## Emergency Contact Information

- Clients are asked to provide an **emergency contact** and their **current location**, particularly for online or telephone counselling.
- This information may be used if there is serious concern for your immediate safety.

## Online and Telephone Counselling Considerations

- If a session is disrupted during a crisis and contact cannot be re-established, emergency services or your emergency contact may be contacted.
- Clients must ensure they attend sessions from a safe and private location.

## Therapist-Initiated Action

- If I believe the level of risk is beyond what can be safely managed within counselling, I may pause or end sessions and support you in accessing more appropriate services.
- Any such decision will be made with your safety as the primary concern.

## **Client Responsibility**

- Clients are encouraged to seek immediate help if they feel unsafe rather than waiting for their next counselling session.
- Clients agree to engage openly in discussions about risk where possible.

## **Review of Risk**

- Risk is reviewed on an ongoing basis and particularly during times of increased vulnerability.

## **Questions or Concerns**

If you have any questions about how crises or risk are managed, please discuss these with me before or during counselling.