

## Rao Counseling PLLC – Crisis Response & Safety Policy

Your safety matters.

While therapy offers a safe, supportive space for healing and growth, it is not designed for emergency care. This page explains what to do if you are ever in crisis or unable to reach your therapist.

### If You Are in Immediate Danger

Call 911 or go to your nearest emergency room.

If you are experiencing suicidal thoughts or emotional distress, call or text 988 to connect with the Suicide & Crisis Lifeline (available 24/7, confidential, free).

### Local Crisis Resources

- Fort Bend County 24-Hour Helpline: (800) 633-5686
- Harris Center Crisis Line: (866) 970-4770
- National Domestic Violence Hotline: (800) 799-SAFE (7233)

### If You Cannot Reach Me

If you cannot reach me by phone or email and you are not in immediate danger, please contact one of the numbers above or visit your nearest emergency department.

Once you are safe, you may leave a voicemail or email me at [raocounseling@gmail.com](mailto:raocounseling@gmail.com) to arrange follow-up care.

### Non-Emergency Concerns

For appointment changes or non-urgent updates, email or leave a voicemail. Messages are checked Monday–Friday during business hours. I typically respond within 1–2 business days.

### Follow-Up After a Crisis

If you experience a crisis and wish to resume counseling, please contact me to discuss next steps. We can review safety plans, referrals, or alternative supports as needed.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Therapist Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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