

EMERGENCY & CRISIS INFORMATION

Alternative Pride Wellness, LLC

Effective Date: October 10, 2026

Alternative Pride Wellness provides scheduled outpatient psychotherapy through telehealth. The Practice is not an emergency service, crisis-response service, or 24-hour provider. Messages, email, portal communication, or voicemail may not be reviewed immediately.

IF YOU ARE IN IMMEDIATE DANGER

If you believe you may seriously harm yourself or someone else, have already taken steps to harm yourself, are experiencing a medical emergency, or need immediate in-person intervention, **call 911 or go to the nearest emergency department.**

In the United States, you may also **call or text 988** or use the 988 Lifeline chat for crisis support.

WHEN TO SEEK URGENT OR EMERGENCY HELP

Seek immediate or urgent assistance when you cannot safely wait for your next scheduled therapy appointment. Examples may include thoughts of suicide with intent or a plan, a recent suicide attempt or serious self-harm, thoughts or plans to seriously harm another person, severe confusion or loss of contact with reality, an inability to care for your immediate safety, a dangerous reaction to medication or substances, or another rapidly worsening mental or medical emergency.

You do not need to determine whether your situation is 'serious enough' before seeking emergency help. If you are uncertain about your immediate safety, use emergency or crisis resources.

988 SUICIDE & CRISIS LIFELINE

The **988 Suicide & Crisis Lifeline** provides free, confidential crisis support in the United States. You may **call or text 988**. Online chat is also available through the official 988 Lifeline service.

988 can support people experiencing suicidal thoughts, emotional distress, mental health or substance-use crises, or concern about someone else. 988 and 911 serve different purposes; emergency medical care or an immediate public-safety response may still require 911.

OTHER CRISIS SUPPORT

If you are experiencing a crisis related to sexual assault, domestic violence, abuse, substance use, or another specialized concern, a national or local crisis service may also be appropriate. Emergency departments, community mental health crisis programs, mobile crisis services, and local crisis centers may be available depending on your location.

If you are outside the United States, use the emergency number and crisis services available where you are physically located.

TELEHEALTH & YOUR PHYSICAL LOCATION

Because therapy is provided remotely, Alternative Pride Wellness may ask you to confirm your **current physical location** and a telephone number at the beginning of a telehealth session.

Accurate location information can be important if an urgent safety situation develops and the therapist needs to help identify emergency resources near you.

EMERGENCY CONTACT

The Practice may request the name and contact information of a trusted emergency contact. Depending on the circumstances and applicable privacy law, this information may be used when the therapist reasonably believes contacting another person is necessary to address an urgent safety concern.

Please keep your emergency-contact information current.

CONFIDENTIALITY DURING A SAFETY EMERGENCY

Your privacy remains important during a crisis. However, confidentiality has legal and ethical exceptions. When permitted or required by law, the therapist may disclose information necessary to help prevent or lessen a serious and imminent threat to your health or safety or the health or safety of another person, or to comply with other legal obligations.

When emergency disclosure is necessary, the Practice will seek to limit information to what is reasonably appropriate for the situation, consistent with applicable law and professional obligations.

MESSAGES ARE NOT CRISIS MONITORING

Do not rely on email, text messages, portal messages, social media, or voicemail to obtain emergency assistance.

Alternative Pride Wellness does not continuously monitor electronic communications. A message may not be seen until a later time or the next business period. If your situation cannot safely wait, contact 911, 988, the nearest emergency department, or another appropriate local crisis resource.

BETWEEN-SESSION SUPPORT

Routine between-session communication is generally intended for scheduling, administrative matters, and other limited non-urgent communication unless a different arrangement has been specifically established.

Psychotherapy sessions are not a substitute for emergency evaluation, inpatient care, intensive outpatient care, medication management, detoxification, or another higher level of care when those services are clinically necessary.

IF YOUR NEEDS EXCEED OUTPATIENT TELEHEALTH

Alternative Pride Wellness may recommend additional or different services when outpatient telehealth therapy is not sufficient to safely meet your needs. Recommendations may include a local in-person clinician, psychiatric or medical evaluation, intensive outpatient or partial-hospitalization treatment, substance-use treatment, emergency evaluation, or another appropriate level of care.

Recommendations for a higher level of care are based on clinical judgment and safety needs and are not intended as punishment.

CREATE A PERSONAL CRISIS PLAN

If you have recurring periods of severe distress, you and your therapist may develop a personalized safety or crisis plan. A plan may identify warning signs, coping strategies, supportive people, professional resources, ways to reduce access to potential means of harm, and the circumstances in which you should seek emergency help.

Keep crisis information somewhere accessible rather than relying solely on your therapist to provide it during an emergency.

ALTERNATIVE PRIDE WELLNESS CONTACT

For **non-emergency** questions related to your care, scheduling, or Practice policies:

Monica Rose, LMSW

Alternative Pride Wellness, LLC

Phone: (231) 828-1905

Email: Monica@alternativepridewellness.com

Important: Contacting Alternative Pride Wellness does not replace contacting emergency or crisis services when immediate assistance is needed.

KEEP THIS INFORMATION ACCESSIBLE

Immediate emergency: 911 or nearest emergency department

Suicide & Crisis Lifeline: Call or text 988

Non-emergency Practice contact: (231) 828-1905

Practice review note: Crisis resources and legal requirements can change. Alternative Pride Wellness should periodically review this notice, its emergency procedures, and any state-specific duties applicable to the jurisdictions where clients are physically located during telehealth sessions.