

## Collective Voices Safety Process

Updated 4.29.24

Collective Voices is dedicated to the safety and wellness of the individuals we serve. With this in mind, Collective Voices is providing you information regarding our process for supporting client and community safety.

### General safety concerns:

Collective Voices providers will communicate their concerns to your Comprehensive Community Services facilitation agency in a timely manner. Collective Voices will act using best judgment with consideration for your confidentiality and individual needs.

### Emergency concerns:

In the event of Collective Voices providers becoming aware of an active or emerging safety situation (ex. medical and/or mental health safety concern), Collective Voices providers will call 9-1-1. The Collective Voices provider will also communicate their concerns by contacting your Comprehensive Community Services facilitation agency, and either speak to staff directly or leave a confidential voicemail.

### Crisis Service notice:

Collective Voices is not a crisis service and will not respond after hours. If you are in need of emergency support, please access the following community resources:

- Immediate Danger: Call 9-1-1
- Suicide and Crisis Lifeline: Call 9-8-8
- National Suicide Prevention Lifeline: (800) 273-8255
- Journey Crisis Intervention Line: (608) 280-2600
- Domestic Abuse Intervention Services
- 24-hour helpline: (608) 251-4445
- 24-hour text line: (608) 420-4638
- Crisis Text Line: Text "HOME" to 741741

### Evening or after-hours concerns:

In the event of Collective Voices providers becoming aware of a safety concern after 5 pm Monday - Friday or on weekends or holidays, Collective Voices providers will contact Journey's Crisis Intervention Line at (608) 280-2600 notifying them of their concerns. The Collective Voices provider will also communicate their concerns by contacting your Comprehensive Community Services facilitation agency and either speak to staff directly or leave a confidential voicemail.

Thank you for trusting Collective Voices with your care.

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Participant (print and sign)

Date

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Parent/guardian (print and sign)

Date

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Provider (print and sign)

Date

www.collective-voices.com