

Chapter 2: Safety Concerns in Crisis Situations

Multiple Choice Questions

1. During the initial impact of a crisis,
 - A. mental health providers begin long-term treatment planning.
 - B. mental health providers work independently of the crisis team.
 - C. mental health providers may assist with basic needs, such as shelter and food
 - D. mental health providers are not included in the initial crisis impact
2. Which of the following referral scenarios represents the greatest potential danger to a sole practitioner?
 - A. A client calls after finding your name on an online listing.
 - B. A lawyer you know refers a client to you.
 - C. A former client refers her neighbor to you.
 - D. A psychiatrist refers a client to you.
3. Rapport building in cross cultural counseling may be hindered by
 - A. sensitivity.
 - B. distrust of government agencies.
 - C. collaboration with community leaders.
 - D. resources and aid.
4. A high risk suicidal client suddenly jumps up and runs from a counselor's office. The counselor should
 - A. call law enforcement.
 - B. run after the client and try to stop the client.
 - C. call the nearest emergency room and ask them to be on the lookout for the client.
 - D. call the client to schedule another appointment for follow up.
5. The most dangerous setting for counseling practice is a
 - A. university counseling center.
 - B. sole practitioner in a multipurpose building.
 - C. counseling agency.
 - D. sole practitioner practicing in his or her own home.
6. A sole practitioner who experiences fear or intuitive red flags when screening a new client via phone should
 - A. not discriminate and take on the client.
 - B. seek counseling for anxiety.
 - C. decline to see the client and be prepared for offering referral.
 - D. see the client but sit near a door for an escape route.
7. Counselors working with clients at high risk for violence should do all of the following EXCEPT
 - A. secure wall framed items, such as pictures and diplomas, to the wall.
 - B. display family photos in a prominent place.
 - C. avoid wearing ties and scarves.
 - D. install a safety alarm.
8. The majority of stalking cases involve
 - A. female inpatient clients.
 - B. male inpatient clients.
 - C. female outpatient clients.
 - D. male outpatient clients.
9. Regarding in-home counseling. All of the following are true EXCEPT that

- A. in-home services should be conducted alone.
 - B. counselors should call their agency before and after the in-home appointment.
 - C. counselors should familiarize themselves with the community and environment.
 - D. if a counselor feels uneasy, the counselor should leave the premises.
10. Law enforcement agencies who partner with mental health professionals tend to see
- A. a decrease in arrest rates among violent offenders.
 - B. an increase in resources given for mental health services.
 - C. increase in crimes reported.
 - D. increase in arrest rates among domestic violence incidents.
11. As a best practice, counselors working with a team during an actual crisis situation for effective crisis intervention should
- A. be prepared to take on multiple roles.
 - B. be assigned one role for control over the crisis situation.
 - C. intervene wherever possible.
 - D. take on any group needed to be assessed.
12. School and universities should have a preventative plan that includes collaboration with
- A. hospitals.
 - B. mental health agencies .
 - C. FEMA.
 - D. all of the above.
13. It is best for a suicidal client be transported to the hospital by anyone EXCEPT:
- A. the family of the client.
 - B. law enforcement.
 - C. the counselor.
 - D. a close friend.
14. If a client states he is willing to be voluntarily hospitalized only if the counselor rides along to the hospital, the counselor should
- A. take the client since this will allow the transition be more calm.
 - B. explain it is not permitted and ask if the client has a close friend or family member to be called.
 - C. call the next of kin instead of talking this through as an option.
 - D. none of the above.
15. The main role of law enforcement is
- A. provide additional supportive services.
 - B. increase options available to the client.
 - C. protect the public.
 - D. transportation of clients to social service agencies rather than arrests.
16. As a best practice, self-referrals should be screened by phone for
- A. legal history.
 - B. medical history.
 - C. medication use.
 - D. all of the above.
17. According to OSHA, the factors that create a dangerous work environment and high risk for assault
- A. changes in relationships with coworkers and family.
 - B. feelings of incompetence, guilt, powerlessness.
 - C. fear of criticism by supervisors or managers.
 - D. all of the above.
18. According to OSHA, it is recommended that mental health workers who have been assaulted
- A. have access to debriefing and counseling to address trauma and stress concerns.
 - B. speak to a supervisor preventative plans for future incidents.
 - C. take a leave of absence.

- D. continue to see clients to get back working with clients.
19. Ongoing training should be provided to counselors with high risk populations that includes
- A. the use of self-defense.
 - B. appropriate restraint practices.
 - C. restraint-free procedures.
 - D. all of the above.
20. SAMHSA puts forth six key principles for working from a trauma informed perspective:
- A. safety; trustworthiness and transparency; peer support; collaboration and mutuality; empowerment, voice and choice; cultural, historical and gender issues.
 - B. safety; trustworthiness and transparency; continuing education; collaboration and mutuality; empowerment, voice and choice; cultural, historical and gender issues.
 - C. safety; trustworthiness and transparency; peer support; collaboration and mutuality; empowerment, voice and choice; goal directive.
 - D. career awareness; trustworthiness and transparency; continuing education; collaboration and mutuality; empowerment, voice and choice; cultural, historical and gender issues.

Extended Response Questions

1. If a counselor is deployed during an initial impact of a crisis, what might the counselor be assigned to do and what will the counselor most likely not do during this time frame of the crisis?
2. Discuss the factors that indicate a greater risk for dangerous behaviors from a client.
3. What safety procedures can a sole practitioner engage in when seeing a new client?
4. If a counselor works with a population at high risk for violence, what safety steps should the counselor employ to reduce the risk of bodily harm from dangerous clients?

Multiple Choice Answer Key:

1. C
2. A
3. B
4. A
5. D
6. C
7. B
8. D
9. A
10. C
11. B
12. D
13. C
14. B
15. C
16. D
17. D
18. A
19. D
20. A

Feedback for the essay question:

1. The response should include definition and examples of the following:
Counselors will not be assigned to provide long-term counseling, treatment planning, or long term referrals. Counselors will most likely assist first responders who are working with victims by assisting in providing basic needs (food, shelter, connection with family members). Counselors may provide assessments of individuals who may be experiencing a crisis to intervene in order to prevent additional crises
2. The response should include definition and examples of the following:
Counselors in greater risk are those who are in solo practice, do not provide a proper pre-screening prior to scheduling the initial appointment, and work with clients requiring involuntary hospitalization. Counselors should limit personal information on websites and in offices.
3. The response should include definition and examples of the following: screening procedures to include medical, mental health, legal history, and presenting issues; having other staff in the office area or during normal office times during initial intakes. Have safety precautions in place prior to an incident occurring.
4. The response should include information on the following: office area set up to decrease physical risks, limited information about personal life, remove instruments or objects that could be used as a weapon. If a client leaves who is a risk to self or others, do not attempt to restrict them, rather take note of what they are wearing, in what direction they are leaving, car tags, and contact law enforcement.