Crisis and Emergency Policy

Policy:

Crisis intervention helps students maintain their personal safety and assists them in achieving pre-crisis stabilization. Crisis services can be for students, faculty, and visitors. Generally, these services are brief problem-focused appointments aimed at reducing immediate distress, increasing safety, and getting students scheduled for additional follow-up appointments, as necessary. Students can obtain crisis services in the following ways:

I. Same day: Students who drop-in or call indicating they are in crisis will be scheduled for a Crisis Consultation within an hour and will be asked to complete First Appointment paperwork, if able to do so. This consultation may be done in-person or via telehealth platform.

II. After-Hours Crisis Services: During the hours CAPS is closed, the individual may call CAPS’ main phone line (561-297-2277) for after-hours crisis services.
   a. The caller will be instructed to dial 911 for life threatening emergencies.

III. External Crisis Intervention Referrals: Phone calls (or in-person visits) are frequently received from a variety of student referral sources (e.g., FAU faculty, housing staff, advisors, coaches, parents, friends, health services staff, victim services, police services, and students). Although a referral source may provide valuable and timely support to a student in distress and may even accompany the student to walk-in to CAPS, it is always recommended (if possible/when appropriate) for the student to initiate and/or schedule their own appointment.