

It's 2 a.m. You're feeling stressed, overwhelmed, and anxious. You don't know where to turn or who to call. Try the \_\_\_\_\_, a counseling support telephone service available to all Reed students.

The primary purpose of the service is to address urgent concerns and connect you to appropriate resources | How may I help

you?"

All calls are free and confidential for all Reed students.

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When you call the Reed Counseling Hotline, you'll be connected to a licensed mental health professional at ProtoCall, our on-call counseling service. You will be asked to provide some basic information about yourself for their records and so that Reed's Health and Counseling Center staff can follow up with you if needed or requested. You will then have the freedom to talk about your concerns and the mental health professional will help you identify action steps toward resolving your problem.

You will be asked for your name, pronoun, phone number, location, and enrollment status (e.g. full-time student). If you decline to provide information, however, the Reed Counseling Hotline will respect that choice and will continue with the call. We are provided to the HCC. The

HCC keeps this information confidential as it does all other personal health information.

in-person counseling services, or because you're concerned, want to use a

A hotline staff member or counselor will answer your call by stating: "Reed Counseling Hotline, My name is --, How may I help you?" After introductions, they will explain how the Reed Counseling Hotline works. They will then gather some demographic information. If you are not already speaking with a counselor, the staff will briefly check in with you about your current safety and then connect you to a counselor; there may be a brief hold for this. If you are already speaking to a counselor, they will talk with you about what is going on before talking with you about strategies for resolution.

The Reed Counseling Hotline is staffed by licensed and certified counselors and mental health professionals who are not Reed employees, but rather employees of a company that provides this resource on a contract basis. You may sometimes first talk with a staff member who will intake your call and then connect you to a mental health professional.

All calls made to the Reed Counseling Hotline are summarized and sent to the Health & Counseling Center. During the academic year, a counselor at the HCC can reach out to you for additional support if