

## **The Reed Counseling Hotline**

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 **Reed Counseling Hotline**, 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 in the Reed and Portland community.

To connect to the Reed Counseling Hotline, call **866-432-1224**. This service is available 24 hours a day, 7 days a week, 365 days a year to all enrolled students.

A counselor will answer your call by stating: "Reed Counseling Hotline. My name is —. How may I help you?"

All calls are free and confidential for all Reed students.

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## **Frequently Asked Questions: Reed Counseling Hotline**

### **1. What can I expect when I call the Reed Counseling Hotline?**

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.

### **2. What information will I be asked to provide when I call the Reed Counseling Hotline?**

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 recommend providing a phone number in case the call gets disconnected, but it is not required.

### **3. Is the Reed Counseling Hotline confidential?**

Yes. As is standard among mental health counselors, the only exception to total confidentiality is in the case of threatened harm to self or others.

### **4. What are appropriate situations to call the Reed Counseling Hotline?**

You can call the Reed Counseling Hotline anytime you need in-the-moment support, you feel in crisis (that does not require emergency or medical attention), you want to explore starting in-person counseling services, or because you're concerned for a friend and don't know how to help. Examples of situations to call the Reed Counseling Hotline include (but are not limited to): anxiety, depression, thoughts of suicide, struggles with substance use, stress, or feeling overwhelmed.

### **5. What can I expect from the call?**

A counselor will answer your call by stating: "Reed Counseling Hotline. My name is —. How may I help you?" After introductions, the clinicians will talk briefly with you about how the Reed Counseling Hotline works. Then, the counselor will talk with you about what is going on before talking with you about strategies for resolution.

### **6. Who am I talking to when I call the Reed Counseling Hotline?**

The Reed Counseling Hotline is staffed by licensed and certified counselors and mental health professionals. You may sometimes first talk with a staff member who will intake your call and then connect you to a mental health professional.

### **7. What happens after the call?**

All calls made to the Reed Counseling Hotline are summarized and sent to a counselor at the Health & Counseling Center. A counselor at the HCC can reach out to a student for additional support if requested. All call summaries are maintained as confidential records at the HCC.

### **8. What can the Reed Counseling Hotline help me do?**

The counselor will speak with you, assess your situation, offer support and make recommendations for follow-up. The counselors at ProtoCall have been given detailed information about Reed College resources and they will make referrals as appropriate.

If the Reed Counseling Hotline counselor believes you may be a harm to yourself or others, the counselor will take appropriate actions to keep you and others safe. In the event of immediate safety concerns, the counselor may call the Reed on-call team and/or request local mental health crisis services meet with you in-person for further evaluation for safety. The goal is to help you connect to appropriate emergency services.

### **9. What can I do if I have feedback or concerns after using the Reed Counseling Hotline?**

You are welcome to share feedback with a staff member at the Health and Counseling Center. You can relay feedback or arrange to talk with someone at the HCC by calling 503-777-7281.

### **10. What if I don't feel comfortable talking on the phone?**

You can seek crisis or urgent mental health support through:

- HCC Walk-In Crisis Hours: Monday through Friday from 9am to 3pm (closed 12-1pm)
- Crisis Text Line: text *HOME* to 741741. Free and available 24 hours a day.