

Dear Student,

The materials provided with this packet provide information about support services available to students accused of Prohibited Conduct¹ under the College's Policy Prohibiting Discrimination, Harassment and Related Misconduct (<https://wp.stolaf.edu/title-ix/policy/>). We encourage you and your advisor to review these materials and identify services that may assist you going forward.

While our goal is for these materials to provide useful guidance, we understand that some of the information may be overwhelming or upsetting. Please remember that among the professional and confidential resources available to you are the Counseling Center (507-786-3062 or vonruden@stolaf.edu) and the college pastors, Matt Marohl (507-786-3341 or marohl@stolaf.edu) and Katie Fick (507-786-3287 or fick@stolaf.edu). Public Safety, which operates 24 hours a day, 365 days a year, may be reached at 507-786-3666. Public Safety is also able to connect a student with the on-call dean from the Dean of Students Office.

We strive to keep the information in this packet current and accurate. If you have questions or concerns about any of these materials, please contact Kari Hohn, Title IX Coordinator, at khohn@stolaf.edu or 507-786-3465. Kari can assist you with accessing any of the resources described in this packet.

We hope these materials will inform and support you during this challenging time.

Sincerely,

The Title IX Team

¹ Prohibited Conduct, as defined in St. Olaf's [Policy Prohibiting Discrimination, Harassment and Related Misconduct](https://wp.stolaf.edu/title-ix/policy/), refers to sexual assault, sexual violence, sexual exploitation, sexual harassment, dating violence, domestic violence, stalking, and retaliation.

At-a-Glance Resources for Responding Parties

Confidential Campus Resources

College Ministry	507-786-3092 / ministry@stolaf.edu
The Boe House Counseling Center	507-786-3062 / vonruden@stolaf.edu
Student Health Services	507-786-3063 / healthservices@stolaf.edu

Non-Confidential Campus Resources

Title IX Coordinator	507-786-3465 / khohn@stolaf.edu
Public Safety	507-786-3666
Student Life Office	507-786-3615

Descriptions of Support Resources

St. Olaf On-Campus Resources

College Pastors – Confidential Resource

Pastors Matt and Katie are confidential resources, trained in pastoral care. This means that, inclusive of all faith backgrounds, they speak with students about all aspects of life. They are good listeners, thoughtfully engage in conversation, and have experience with Title IX cases.

Pastor Matthew Marohl (marohl@stolaf.edu; [507-786-3341](tel:507-786-3341)) and Pastor Katherine Fick (fick@stolaf.edu; [507-786-3287](tel:507-786-3287)) have office hours every day. Please email or call to arrange a time to meet.

The Boe House Counseling Center – Confidential Resource

Boe House encourages you to seek their support. Boe House counselors are free and confidential resources on campus and can provide a safe environment to talk about what you're going through. They offer individual and group counseling, among other services.

To schedule a counseling appointment, call 507-786-3062 or email yonruden@stolaf.edu. If scheduling via email, include days and times you're available for a one-hour appointment. The Counseling Center is open Monday through Friday, 8am-noon and 1-5pm.

Health Services – Confidential Resource

St. Olaf Health Services provides free confidential, on-campus healthcare visits for students. Medications and testing are available to students during their clinic visit, when appropriate, for a minimal out of pocket expense. Appointments can be made to discuss education and questions regarding birth control and Plan B as well as Sexually Transmitted Infection education and testing and pregnancy testing.

Health Services is located in Tomson Hall 160. They are available for appointments on weekdays from 9-11:30am and from 1-4pm. Make an appointment at Health Services via your [online student health portal](#).

Student Life Office – Non-Confidential Resource

The Student Life deans are available to assist you. They can work with you and your faculty to navigate academic accommodations as necessary. Additionally, they can work with you to provide housing accommodations.

The Dean of Students office suite is located in Tomson 148. To make an appointment or seek their support, call 507-786-3615.

Common Feelings when Accused of Prohibited Conduct

Emotional responses of those accused vary from person to person. Being accused of prohibited conduct can be traumatic and life-changing. It's important to remember that your responses are not crazy; they are normal reactions to a difficult situation. Below are some common feelings an accused person may experience:

Shock and Numbness

An accused person may experience disbelief or denial about what happened. They may feel emotionally detached or drained. Other reactions to the emotional shock may include: crying, anger, nervous laughter, withdrawing, or claiming to feel nothing or being "fine." A person may feel overwhelmed to the point of not knowing how to feel or what to do.

Disruption of Daily Life

A person may feel preoccupied with thoughts about the incident. It may be difficult to concentrate, attend class or focus on school work. A person may have trouble sleeping, changes in appetite, general anxiety or depression.

Loss of Control

A person accused of prohibited conduct may feel overwhelmed. They may also feel anxious, scared or nervous and often have a difficult time concentrating. Decisions that were made easily before may now feel monumental.

Fear

It's common for someone accused of prohibited conduct to fear what may happen and how their life may change. They may be afraid of what their peers or family may say about them. They may also worry about retaliation being directed at them and they may find themselves not knowing whom to trust.

Anger

A person may have different reasons to feel angry. Each person varies in how they express anger. Anger may be vented in safe and healthy ways or it may be internalized, where it may become irritability, anxiety or depression. Please take care to avoid unhealthy ways of coping with anger such as alcohol and drug use or other self-destructive behavior.

Isolation

A person may isolate themselves for fear of rumors or retaliation. They may not want to bother anyone because of embarrassment and fear of others making judgments, so they don't speak of the incident or of their feelings. Also, a person may withdraw or distance themselves from family and friends.

Guidance for Friends and Family

How can friends and family help you?

- Listen to you from your own point of view.
- Accept you as a person.
- If possible, provide an atmosphere where you can express honest feelings.
- Be honest with you about how much support they can give.
- Help you generate alternatives and options in dealing with the situation.
- Let you make the ultimate decision about what to do.
- Direct you to campus or community resources.
- Realize that they, too, have been affected and seek support/counseling as necessary.

What friends and family should NOT do:

- Try to tell you what to do.
- Offer help and support if that offer is not genuine.
- Blame the reporting party.
- Assume they know how you want to be treated – they should ask you.
- Rely on you to deal with their own feelings about what might have happened.

Special Concerns for College Students

Are you in the same class as the Reporting Party?

It can be distracting for persons accused of prohibited conduct to attend class with the Reporting Party. Your academic career is important and we want you to feel comfortable attending class so that you may be successful. The College may assist you in altering your class schedule.

Are your grades suffering because of being accused?

It may take some time to adjust after being accused and it is common to have difficulties concentrating on studying or focusing on coursework. With your permission, your class dean can contact your faculty on your behalf. Without disclosing details, they can explain that you are experiencing tremendous stress and need flexibility in meeting deadlines. We also encourage students to communicate directly with their faculty in order to limit any possible misunderstandings about expectations and requirements.

Do you live in the same residence hall as the Reporting Party?

If you live in the same residence hall, the Associate Dean for Residence Life can help talk through potential options to make your living situation more comfortable.

If you tell your parents will it be more or less helpful to you?

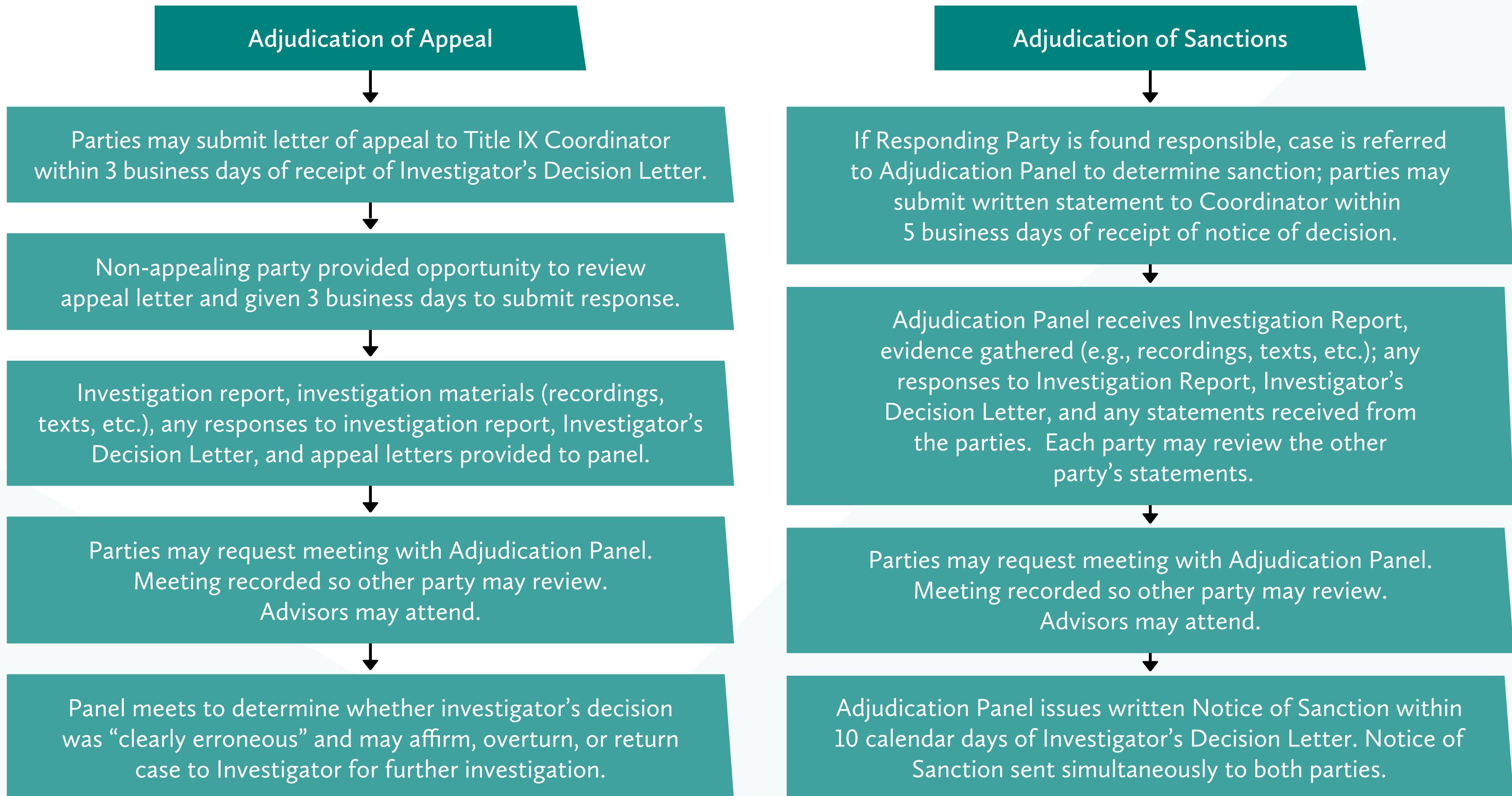
This is a very difficult question for persons accused. Many find it hard to disclose to their parents, but ultimately find their parents' support helpful through this process. Some fear that their family may blame them. Only you can decide if and when to tell your family. A counselor from the Counseling Center (Boe House) can help you process this decision and discuss the benefits and risks associated with telling your family.

What if you have mutual friends or belong to the same groups as the Reporting Party?

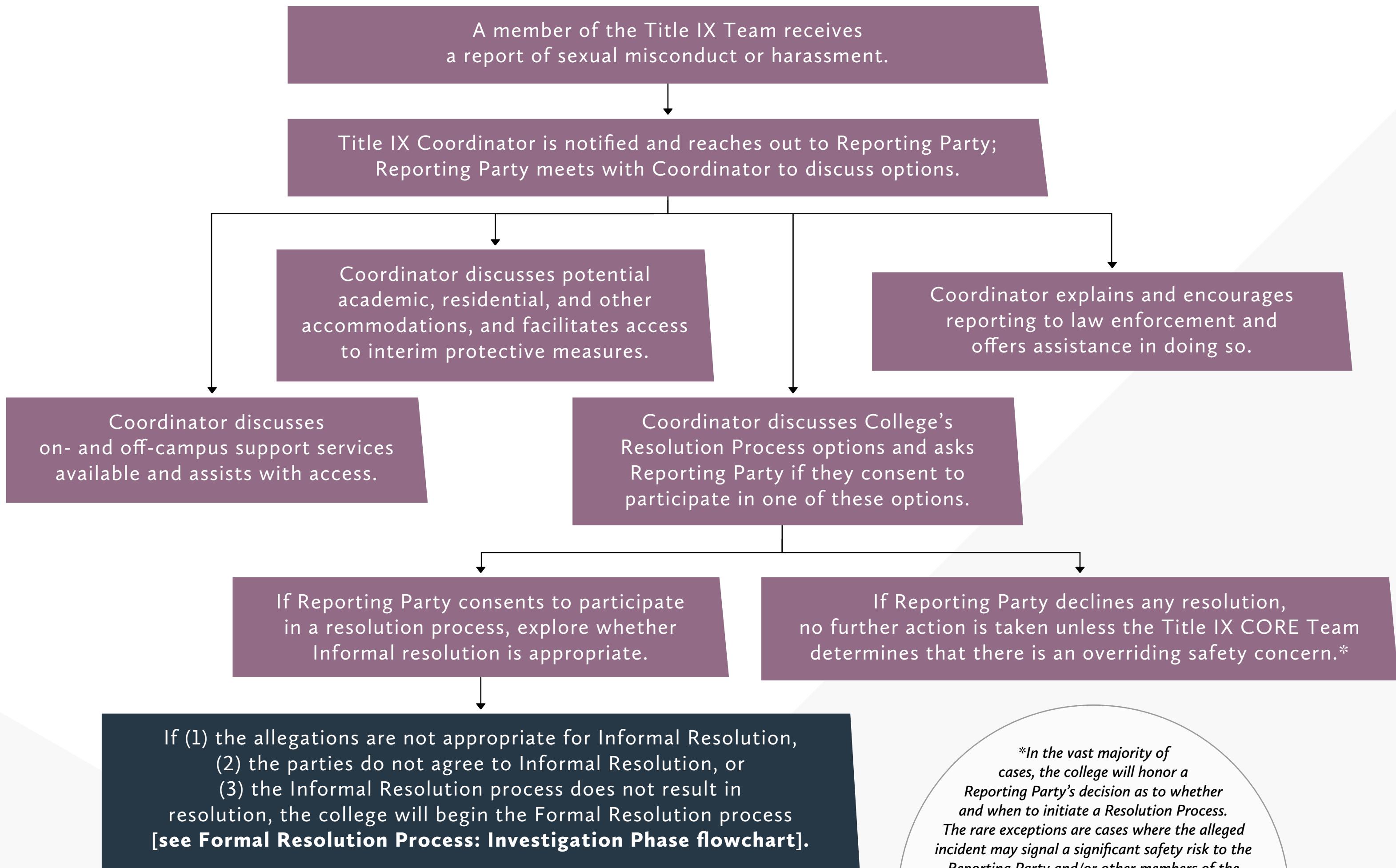
This is a common situation since most prohibited conduct occurs between acquaintances. People will likely take sides and you may find yourself losing friends. Surround yourself with people who support and respect you.

FORMAL RESOLUTION PROCESS: ADJUDICATION PHASE

Note: These two processes may occur simultaneously if the Responding Party was found to be responsible *and* submits an appeal.

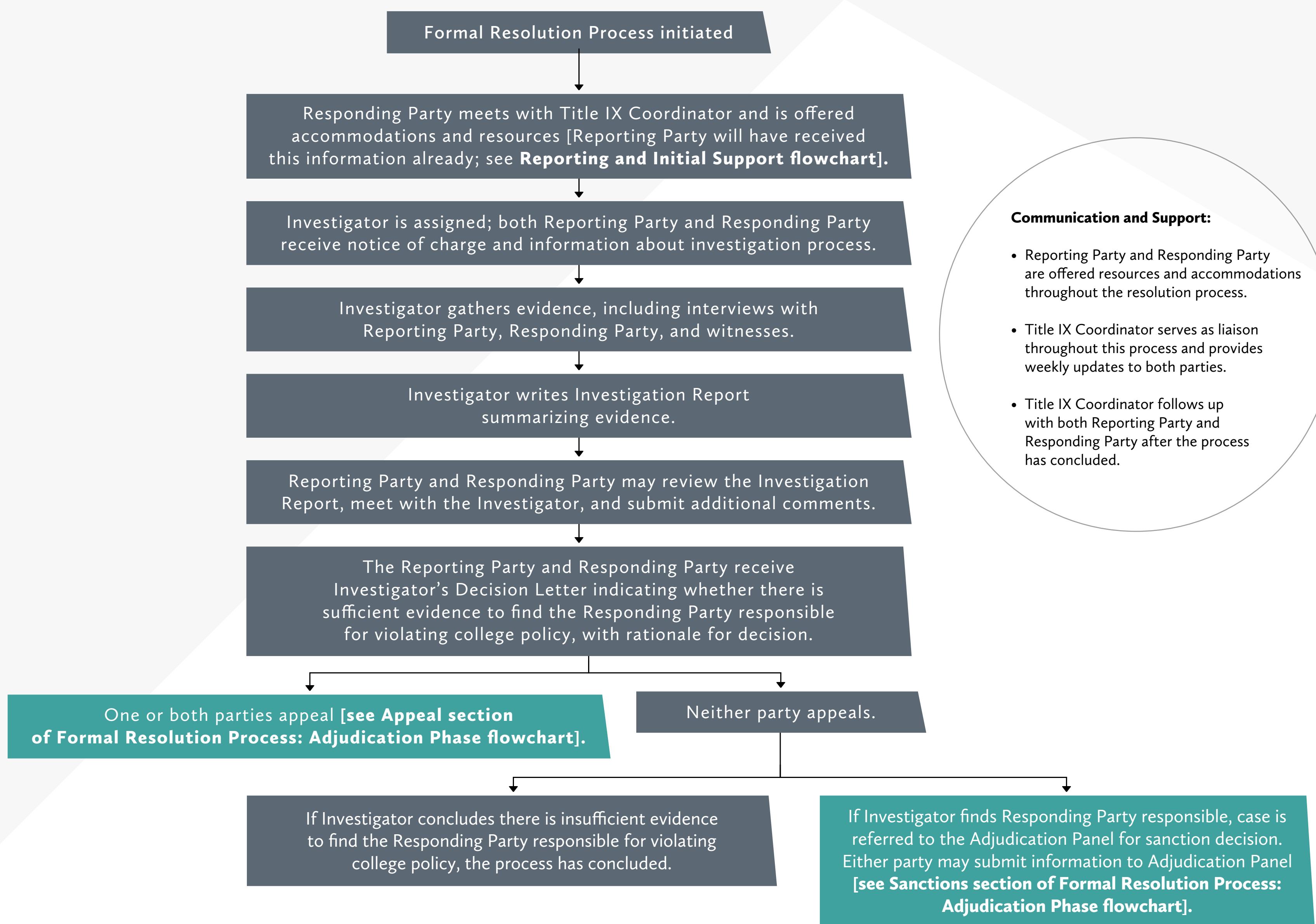


REPORTING AND INITIAL SUPPORT PROCESS



**In the vast majority of cases, the college will honor a Reporting Party's decision as to whether and when to initiate a Resolution Process. The rare exceptions are cases where the alleged incident may signal a significant safety risk to the Reporting Party and/or other members of the St. Olaf community. Examples include allegations involving use of a weapon, multiple offenders, repeat offenses, the use of date rape drugs, or behavior involving multiple types of Prohibited Conduct (see the College's Policy for additional examples). Such cases are rare. In the vast majority of cases, the college will honor a Reporting Party's decision as to whether and when to initiate a Resolution Process.*

FORMAL RESOLUTION PROCESS: INVESTIGATION PHASE



The Role of Advisors

Am I allowed to have someone assist me in the Investigation and Determination Process?

Yes, all parties to the Investigation and Determination Process are entitled to have an advisor of their choice accompany them to any meetings related to the investigation and adjudication of the complaint, including any interviews by the investigator. A party's advisor may also accompany their advisee in reviewing any investigation report and related information made available to the advisee. However, the advisor may not participate *instead of* the party they are advising during any of these meetings.

Can my advisor be an attorney?

Yes, in cases where the allegations include allegations of sexual assault, dating violence, domestic violence or stalking. In other campus disciplinary proceedings, parties to the process are not permitted to have an attorney serve as their advisor.

What role does an advisor play?

The advisor may accompany their advisee to meetings to observe the process and provide advice and support. The advisor does not speak on behalf of the person they are advising, but may assist their advisee in drafting communications and preparing for interviews with college officials.

How many advisors can a party have?

Each party is entitled to have one advisor of their choosing.

What if I want to change my advisor?

A party may elect to change advisors during the Investigation and Determination Process. The party must inform the Title IX Coordinator in writing at least two business days before any meetings where the new advisor will be present. A request to change advisors may not be used to cause undue delay or otherwise disrupt the process.

Can my advisor speak on my behalf?

No, the role of your advisor is to provide you with support and guidance. Unless invited to do so, your advisor is not permitted to communicate on your behalf. Your advisor may assist you in drafting written communications with the college, or preparing for interviews during the investigation and adjudication of the matter; however, your advisor is not permitted to speak for you, or otherwise communicate directly with the investigator or other college officials.

What if my advisor is not available to attend a scheduled meeting?

Because the college is legally mandated to complete its Investigation and Determination Process promptly (usually within 60 calendar days), the college expects that you and your advisor will make yourselves readily available to attend scheduled meetings. The college will strive to find mutually agreeable meeting times; however, the college typically will not change scheduled meetings to accommodate an advisor's inability to attend. The college will strive to make provisions for an

advisor who cannot attend in person to attend a meeting by telephone or other virtual meeting technologies available. The college reserves the right to proceed with a scheduled meeting even though an advisor is not available to be present. In selecting an appropriate advisor to assist you, we encourage you to consider their availability during the period of time that these proceedings will take place.

What if an advisor disrupts or interferes with the process?

The college reserves the right to remove or dismiss advisors who are disruptive or who fail to abide by the restrictions placed upon advisors assisting parties in the Investigation and Determination Process. An example of conduct that could result in dismissal may be an advisor who interrupts an interview by interjecting comments and interfering with the investigator's ability to obtain information directly from the party. Conduct that may be intimidating to the other party or a witness in the Investigation and Determination Process also could result in removal of the advisor.

No-Contact Orders

St. Olaf Dean of Students staff, Campus Safety officers and the Title IX Coordinator are authorized to issue a No-Contact Order prohibiting contact between students when there exists a reasonable belief that a No-Contact Order will assist in maintaining an orderly and peaceful campus environment. Unless a No-Contact Order is imposed as a sanction following a disciplinary proceeding, the issuance of a No-Contact Order is **not punitive** and *should not be treated as an indication that the party receiving the No-Contact Order has committed a policy violation or other offense.*

The college will consider various facts and circumstances in determining whether to issue a No-Contact Order, including the following:

- A need to minimize a risk of conflict or other disturbance on campus;
- When there are allegations of serious college policy violations;
- In response to allegations of actual or threatened harassment, violence, or other misconduct between the parties involved;
- When there is a credible risk of harm from continued contact between students; and
- Where continued contact between students may adversely affect a disciplinary proceeding.

No-Contact Orders identify a specific individual or individuals with whom a student may not have contact. "Contact" includes all forms of communication or interaction, including: in-person contact, telephone calls, email, texts and other forms of electronic communication, social media-based messages or postings. No-Contact Orders cover both direct contact by the student and indirect communications through friends, advisors or other individuals acting on the student's behalf.

When deemed necessary by the College, No-Contact Orders may include additional restrictions or other terms specific to the security or well-being of the individuals involved and/or the St. Olaf community as a whole. Any additional terms will be expressly stated in the No-Contact Order. Additional measures may include, but are not limited to:

- Restricting a student from attending certain events;
- Restricting a student's access to certain campus locations, including certain residence halls;
- Restricting the times a student may be present in on-campus dining facilities;
- Requiring that the students not be enrolled in the same academic course(s); and
- Requiring that the students not participate in the same co-curricular or extra-curricular activities.

The college will review No-Contact Orders on an ongoing basis. A student seeking the modification or discontinuance of a No-Contact Order may make such a request to the Dean of Students. Unless the No-Contact Order expressly provides otherwise or is modified or rescinded by the College, the No-Contact Order will remain in effect until the graduation or withdrawal of the student to whom the No-Contact Order is directed.

Violations of No-Contact Orders are serious violations of the college's Code of Conduct and could support a charge of retaliation, stalking or other Prohibited Conduct under the college's Policy Prohibiting Discrimination, Harassment and Related Misconduct (<https://wp.stolaf.edu/title-ix/policy/>).

Incidental contact will not be considered a violation of a No-Contact Order. Incidental contact may include unintentional and unexpected encounters on campus or in a campus building or residence hall.

Students who have interpersonal conflicts that do not raise concerns for individual health and safety will not be granted No-Contact Orders. These individuals should pursue other forms of conflict resolution. For further information, students are encouraged to speak with the Dean of Students or an Associate Dean of Students.

Access to Legal Services

NOTICE - This resource is not intended to provide legal advice. Individuals with questions about their rights are advised to seek the assistance of a qualified attorney.

All parties to the college's Investigation and Determination process, whether a Reporting Party or a Responding Party, should consider consulting an attorney. Although the Investigation and Determination process is not a court of law, the process has serious implications for all parties, and is governed by complex legal requirements.

An attorney can assist you in better understanding the process and explaining your rights. In cases involving allegations of sexual assault, dating violence, domestic violence and stalking, you may have an attorney serve as your advisor of choice. An attorney can also apprise you of what rights you have in legal processes outside the college's process, such as criminal prosecutions and civil lawsuits.

One benefit of speaking with an attorney is that everything that you disclose to the attorney is confidential due to the attorney-client privilege. This is true even if you have an initial conversation with a lawyer and then decide not to have the lawyer represent you.

St. Olaf will not pay for or recommend an attorney to represent you. If you are seeking an attorney, there are various organizations that may provide pro bono (without charge) legal representation to students who cannot afford legal counsel. For further information on pro bono legal services, you may wish to contact Southern Minnesota Regional Legal Services (<http://www.smrls.org/#>), the Minnesota State Bar Association's Access to Civil Legal Services (<http://www.mnbar.org/public/public-resources/access-to-civil-legal-services#.WIuI8fkrJhG>), or MN Legal Advice Online (<http://www.mnlegaladvice.org/>).

College Ministry Staff

Our staff is involved with every ministry of the St. Olaf College Student Congregation. In addition, we engage in a wide variety of pastoral conversations. From discussions regarding vocation to questions of faith to the joys and struggles of daily life, we look forward to experiencing together the fullness of St. Olaf College.

College Ministry

Boe Memorial Chapel Undercroft (Lower Level)
1520 St. Olaf Avenue
Northfield, MN 550574

507-786-3092

ministry@stolaf.edu

Office Hours

Open 8 AM to 5 PM during the Academic Year - Additional hours flexible and available via appointment

**Matthew Marohl**

College Pastor

Boe Memorial Chapel Undercroft
507-786-3341
marohl@stolaf.edu

B.A. Concordia College (Moorhead, MN); M.Div. Luther Seminary; M.Th. Lutheran School of Theology at Chicago; Ph.D. Biblical Studies (New Testament) University of St. Andrews, Scotland.

[» MORE](#)

**Katherine Fick**

Associate College Pastor

Boe Memorial Chapel Undercroft
507-786-3287
fick@stolaf.edu

B.A. Augustana College (Sioux Falls, SD); M.Div. Luther Seminary

[» MORE](#)

FAQs on Immigration Issues for International and Undocumented Students

NOTICE - International students with questions about their immigration and visa status are advised to seek the assistance of an immigration attorney. This document is a resource to explain certain aspects of the law, but is not a replacement for legal advice.

Does my immigration status affect my ability to access on-campus resources?

No. Students and other members of the St. Olaf community receive the same rights under our policies, regardless of immigration and visa status. Accused students have access to support resources regardless of their immigration status.

What if I need to take a break from school or decrease my course load?

Academic accommodations like these are fairly common. To ensure that such changes do not jeopardize your immigration status, be aware that withdrawing or reducing your course load requires additional procedures. If a student needs to drop below a full-time course load, they must receive approval from St. Olaf's Principal Designated School Official (PDSO). Currently the PDSO is the Visa Coordinator in the Office of International and Off-Campus Studies (IOS). The PDSO can permit students to reduce course load for academic or medical reasons. Students who are accused of sexual or interpersonal violence are not required to tell the PDSO about the details. For assistance in making a request, an international student may wish to contact the Title IX Coordinator.

If I am an undocumented immigrant, can my status be used against me?

No, St. Olaf will not tolerate any retaliation against an individual who has made a complaint or participated as a witness or other party in an investigation into a report of sexual misconduct or interpersonal violence.

Is there an office on campus that can provide me additional information?

The office for International and Off-Campus Studies (<http://wp.stolaf.edu/international/international-students/>) has information on services to support international students. The Center for Multicultural and International Engagement (<http://wp.stolaf.edu/isa/>) is also available to provide useful information. For questions regarding changes to other visa statuses, or legal options that fall outside of standard F1 and J1 student visas, you should consult a qualified immigration attorney.

What is an immigration lawyer and what do they do?

Immigration lawyers are licensed attorneys who specialize in the field of immigration law. They function as the client's advocate, and can represent them before immigration agencies, both in immigration court as well as in filing applications for immigration benefits. The lawyer can give legal advice and discuss immigration options. Like all lawyers, immigration lawyers are bound by professional ethical and legal requirements, and keep client discussions confidential.

Where can I find a local immigration attorney?

U.S. Citizenship and Immigration Services (USCIS), a bureau of the Department of Homeland Security (DHS), offers two sites to help individuals find free or low-cost legal representation:

- USCIS Find Help in your Community Webpage (<https://www.uscis.gov/citizenship/learners/find-help-your-community>)
- USCIS Find Legal Services Webpage (<https://www.uscis.gov/avoid-scams/find-legal-services>)

The American Immigration Lawyers Association (AILA) also offers an online referral service that can help find an immigration lawyer (<http://www.ailalawyer.com/>).

2017-2018 Staff

Steve O'Neill, M.A.
Director & Licensed Psychologist

Christina Colwell, M.A.
Licensed Psychologist & Licensed
Independent Clinical Social Worker

Erin Fredrick-Gray, Psy.D.
Licensed Psychologist

Anne Breckbill, M.S.W.
Licensed Independent Clinical Social Worker
& Licensed Alcohol and Drug Counselor

Laurel Severns-Guntzel, M.A.
Licensed Professional Clinical Counselor

Henry C. Emmons, M.D.
Consulting Psychiatrist

Kay Guidarelli, R.D., L.D.
Consulting Dietitian

Christopher Anders, B.A.
Practicum Intern

Emily Neighbors, B.A.
Practicum Intern

Caileigh Peters, M.A.
Practicum Intern

Mara Stommes, B.S.
Practicum Intern

Diane Von Ruden
Administrative Assistant

Cancellation/No Show Policy

No show or cancellation with less than 24 hour notice.

Missed appointments with a counselor:
If you miss a scheduled appointment with a counselor, you are responsible for notifying us of the reason and confirming future appointments. We reserve the right to deny services to any student who has missed three or more scheduled counseling appointment during the course of the academic year.

Missed appointments with our psychiatrist or dietitian: If you miss a scheduled appointment with the psychiatrist or dietitian, you are responsible for notifying us of the reason and confirming future appointments. We reserve the right to deny services to any student who has missed two or more scheduled appointment during the course of the academic year.

We realize that circumstances change or emergencies arise and necessitate changing appointment times. We greatly appreciate hearing from you at least 24 hours in advance if you need to reschedule, as other students will likely be waiting for available appointment times.



ST. OLAF COLLEGE

**COUNSELING
CENTER**

LOCATION

THE COUNSELING CENTER IS LOCATED IN BOE HOUSE, ON ST. OLAF AVENUE.

HOURS

OPEN DURING THE ACADEMIC YEAR FROM 8:00 A.M. TO 12:00 NOON AND FROM 1:00 P.M. TO 5:00 P.M., MONDAY THROUGH FRIDAY. SUMMER HOURS VARY.

**PLEASE CALL OR EMAIL TO
SCHEDULE AN APPOINTMENT
507.786.3062
VONRUDEN@STOLAF.EDU**

stolaf.edu/counseling-center/

The Counseling Center was established by St. Olaf College to enhance the personal growth and development of its students. The Center supports students in their academic pursuits and facilitates personal and interpersonal learning and growth. The programs it provides are preventive as well as remedial.

Confidentiality

The St. Olaf Counseling Center policy on confidentiality follows the ethical guidelines of the Minnesota Board of Psychology. Information is released to no one outside the Counseling Center staff without written permission from the student. In rare circumstances, a counselor might be legally required to break confidence.

Eligibility for Services

Counseling Center services are provided without cost to all St. Olaf students.

Services

A variety of services and programs are provided within the Counseling Center; others are held in residence halls or in classrooms.

Individual Counseling

Any personal concern is appropriate to bring to the Counseling Center. Student concerns typically involve issues related to relationships, identity, family, depression, victimization, anxiety/panic attacks, academics, grief and loss, socialization/isolation, food/body image or chemical use/abuse.

Group Counseling (when possible)

In the past these groups have focused on topics such as family issues, food and body image concerns, coping with grief and loss, victimization issues, enhancing relationships, men's issues, women's issues, and personal growth.

Nutrition Counseling

Nutrition counseling is available, on a limited basis, to students who have concerns about their eating/body image. Students must be referred to the dietitian by a staff therapist.

Medication Management

Medication consults are available, on a limited basis, to students who wish to be evaluated for possible medication treatment and/or for ongoing medication management. Students must be referred to the psychiatrist by a staff therapist.

Presentations

The focus of these presentations may involve topics such as stress management, depression, adjustment issues, eating and body image issues, healthy relationships, anxiety, and how to help a troubled friend.

Testing

The Counseling Center offers psychological testing. Students are referred to other offices or agencies when additional testing is desired.

Consultation

Operating within the guidelines of the Center's policy on confidentiality, counselors are available for consultations with students, faculty, administrative personnel, resident hall staff, and parents.

Let's Talk

Walk in 10-15 minute consult with a counselor—call us or check our website for time and location.

Referrals

The counselors will refer students to other campus services, or off-campus professionals and agencies, for services not available at the Counseling Center.

Options for evening or weekend emergency or crisis situations:

St. Olaf Public Safety

507-786-3666

South Central Mobile Crisis Team

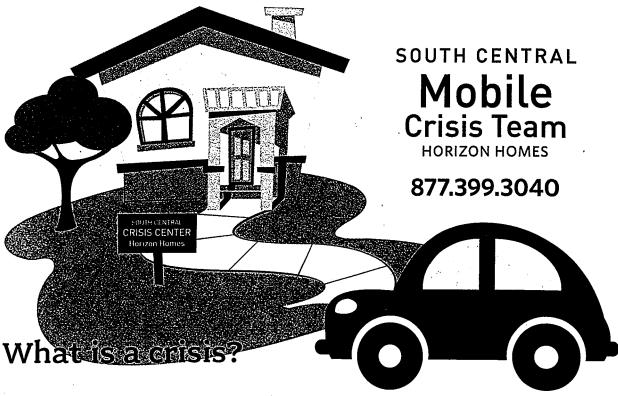
877-399-3040

txt4life—text "LIFE" to 61222

National Suicide Hotline

800-273-TALK(8255)

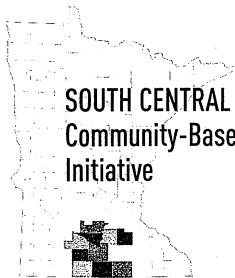
911



SOUTH CENTRAL
Mobile
Crisis Team
HORIZON HOMES
877.399.3040

What is a crisis?

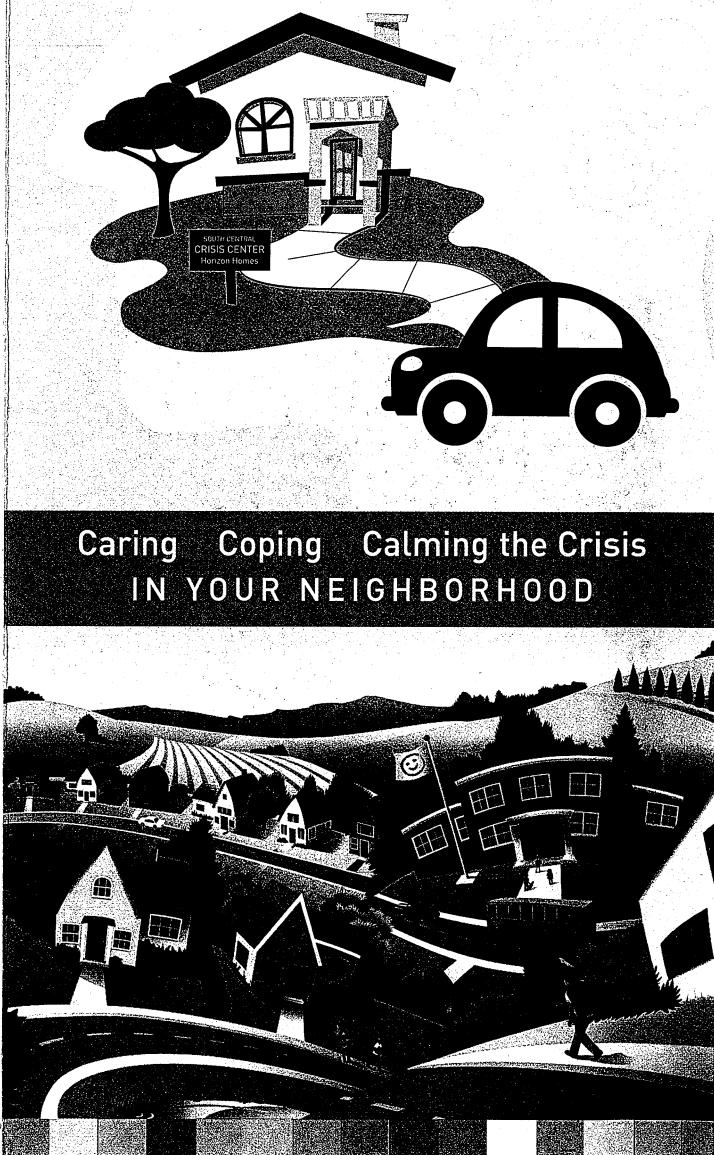
- Feelings of stress or being overwhelmed
- Plans or thoughts of hurting yourself or others
- Suddenly finding it difficult to complete normal daily activities due to stress or other symptoms
- Increase or change in symptoms such as mood, anxiety or panic attacks, hallucinations (seeing or hearing things that other people do not see or hear), or delusions (false beliefs)



BLUE EARTH BROWN FARIBAULT
FREEBORN LE SUEUR MARTIN
NICOLLET RICE SIBLEY WATONWAN

The regional Crisis Center is operated by Horizon Homes, Inc., a well-established local provider of adult mental health services, including housing, treatment, and rehabilitation options. This is possible through a partnership between Horizon Homes, Inc., the South Central Community Based Initiative, and the Department of Human Services.

SOUTH CENTRAL
Mobile
Crisis Team
HORIZON HOMES



SOUTH CENTRAL Mobile Crisis Team

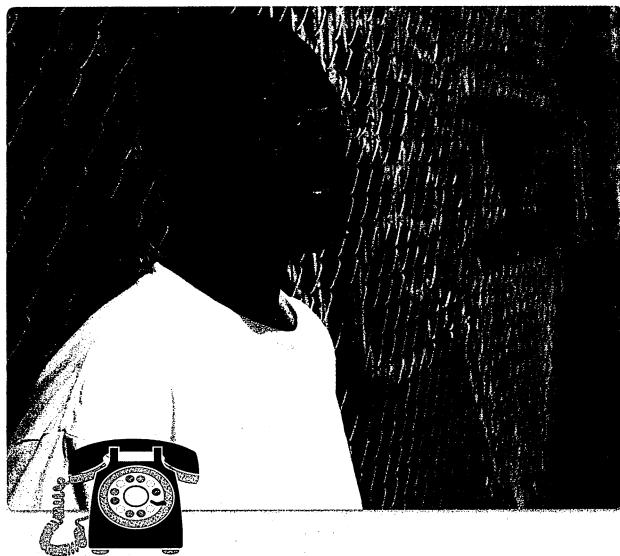


The Mobile Crisis Team is available to provide support for children, teens and adults who are experiencing a

mental health crisis in the comfort of their own home or other community location.

SERVICES OFFERED

- Problem solving and coping strategies
- Referrals to other local services
- Family education and support
- Crisis prevention planning
- Brief ongoing support



Accessing Services and Referral Process

Call 877.399.3040

We will gather information about the situation, and if needed, can send two crisis team members to meet with you.



Frequently Asked Questions

Q: When is the Mobile Crisis Team available?

A: Between the hours of 4 p.m.-12 a.m., seven days a week.

Q: Will I be charged for this service?

A: We will ask for insurance information to bill insurance companies, however, if you do not have insurance, you will not be billed directly.

Q: Does the Mobile Crisis Team provide transportation?

A: No, however, the mobile team can assist in identifying transportation resources.

Q: Where can I meet with the team?

A: We can respond to a variety of community settings including: private homes, waivered service programs, IRTS programs, hospitals, nursing homes, jails, community offices, etc.

Q: What areas do you serve?

A: The service area includes the counties of: Blue Earth, Brown, Faribault, Freeborn, Le Sueur, Martin, Nicollet, Rice, Sibley, and Watonwan.

*** If you are experiencing a life threatening emergency, please call 911 or seek immediate assistance. ***