

## Who to call in a crisis:

- Call 911 and tell them it is a mental health emergency. Ask that they send an officer who has specialized CIT training in handling mental health emergencies.
- Crisis Intervention and Suicide Prevention Hotline:  
650.579.0350
- Psychiatric Emergency Services:  
650.573.2662

## Where to find help in San Mateo County:

- San Mateo County Behavioral Health and Recovery Services ACCESS Team: 800.686.0101
- San Mateo County Office of Consumer and Family Affairs  
Phone: 800.388.5189  
Español: 650.573.2189  
[www.smchealth.org/OCFA](http://www.smchealth.org/OCFA)

## Who to call when you need support:

- 24-Hour Parent Support Hotline:  
888.220.7575
- 24-Hour Youth Crisis Hotline:  
(10-17 years old): 650.367.9687  
[www.onyourmind.net](http://www.onyourmind.net)
- 24-Hour Drug and Alcohol Hotline:  
650.573.3950

## Websites with Support & Information:

- [www.NAMIsmc.org](http://www.NAMIsmc.org)
- [www.UACF4hope.org](http://www.UACF4hope.org)
- [www.smchealth.org](http://www.smchealth.org)
- [www.sanmateo.networkofcare.org/mh](http://www.sanmateo.networkofcare.org/mh)
- [www.SAMHSA.gov](http://www.SAMHSA.gov)

Need access to a computer to check websites for more information?  
Visit your local public library.

To download a copy of this brochure in English or other languages, visit [www.smchealth.org/OCFA](http://www.smchealth.org/OCFA).



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Office of Consumer and Family Affairs  
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San Mateo, CA 94403  
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I Think My Child  
has an Emotional,  
Mental Health or  
Substance Abuse  
Problem...

What Do I Do?

Where  
to Find  
Help in  
San  
Mateo  
County

SAN MATEO COUNTY  
BEHAVIORAL HEALTH AND  
RECOVERY SERVICES

# What To Do:

## If you think your child has an emotional/mental health or substance abuse problem...

### Start by calling:

- Your child's pediatrician or primary care doctor.
- Your health insurance company's resource line.
- The San Mateo office of NAMI (National Alliance on Mental Illness) at 650.638.0800. Your call will be returned by someone who will provide information, support, and links to resources.
- San Mateo County Behavioral Health and Recovery Services ACCESS Team: 800.686.0101. They can help direct you to county services.

### No Insurance?

If your child does not have health insurance, call the Children's Health Initiative at 650.573.3595 for information.

## If You See Unsafe Behavior in Your Child:

- Get them to the Psychiatric Emergency Room at San Mateo County Medical Center: 222 W. 39th Ave, San Mateo 650.573.2662.
- If you can't do that safely, call 911 and request a CIT trained officer - they are trained to deal with persons experiencing mental health issues.

## Information to bring to the hospital or first appointment:

### Medical history

- Any significant illnesses
- Disabilities
- Allergies
- Medication
- Hospitalizations for any reason
- Names/contact information for your child's doctors

### Health insurance information including:

- Private insurance
- Medi-Cal
- Healthy Kids/Families

## What to discuss/ask at that first conversation:

- My child is \_\_\_\_\_ years old. I am concerned because \_\_\_\_\_.
- I first noticed a change in my child's behavior \_\_\_\_\_.
- This has affected our relationship by \_\_\_\_\_.
- How can I find out if my child really has an emotional/mental illness or substance abuse problem?
- How do I get support and services for my child and myself?

**When seeking behavioral health services**, staff may want to talk with your child without you present. Don't be alarmed - this is standard practice.

**Any person 18 Years or older, is legally an adult.** This means he/she must give consent for behavioral health staff to share information with you.