

✂ INSTRUCTIONS: 1) Trim out card along the outside solid black line. 2) Fold in half lengthwise along the center solid black line, with information facing outward. 3) Fold in half again, along the center dotted line so that the photo is on the front cover.

<p><b>What to say when calling 9-1-1 for a Mental Health Emergency</b></p> <ul style="list-style-type: none"> <li>• I'm calling about a Mental Health Emergency and request a CIT Officer.</li> <li>• My name is: _____.</li> <li>• I'm calling from [your location] because my [family member/friend] is: _____.</li> <li>• Describe in detail what is going on right now.</li> <li>• Advise police if there is information on file with law enforcement about the person in crisis.</li> <li>• Ask if it's possible to arrive without lights or sirens.</li> </ul> <p><b>The 9-1-1 dispatcher will ask the following: (be clear and brief)</b></p> <ul style="list-style-type: none"> <li>• Are there any acts or threats of violence?</li> <li>• Are there any weapons involved?</li> <li>• Where is the person experiencing the emergency located?</li> <li>• Has there been a suicide attempt or has the person made threats of suicide?</li> </ul> <p><b>Additional information to provide the dispatcher:</b></p> <ul style="list-style-type: none"> <li>• Mental health diagnosis and mental healthcare provider.</li> <li>• Intoxicated or overdosed?</li> <li>• Current medications.</li> <li>• Gravely disabled and unable to care for themselves.</li> </ul> <p><i>For more information, visit <a href="http://www.smchealth.org/MH911">www.smchealth.org/MH911</a>.</i></p>	<div data-bbox="1213 857 1703 1237"> </div> <p><b>Mental Health Emergency</b></p> <p>Call <b>9-1-1</b></p> <p><b>COUNTY OF SAN MATEO HEALTH SYSTEM BEHAVIORAL HEALTH &amp; RECOVERY SERVICES</b></p> <p><a href="http://www.smchealth.org/MH911">www.smchealth.org/MH911</a></p> <hr/> <p><b>24 Hour Crisis Lines</b></p> <ul style="list-style-type: none"> <li>• Call 9-1-1 for a mental health emergency</li> <li>• Suicide/Crisis Hotline 1-800-273-TALK (8255) toll-free or 650-579-0350</li> <li>• San Mateo Medical Center Psychiatric Emergency Services 650-573-2662</li> <li>• Mills-Peninsula Medical Center Psychiatric Emergency Services 650-696-5915</li> </ul> <p><b>Important Non-Emergency Numbers</b></p> <ul style="list-style-type: none"> <li>• Local Police #: _____</li> <li>• BHS Access Call Center: 1-800-686-0101, TDD: 1-800-943-2833 <i>mental health &amp; substance use services</i></li> <li>• Family Assertive Support Team 650-368-3178 <i>families of adults</i></li> <li>• 24/7 Child and Teen Hotline 650-567-KIDS (5437) <i>parents, educators &amp; youth</i></li> <li>• NAMI SMC-National Alliance on Mental Illness: 650-638-0800 <i>families</i></li> </ul>
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