



## Who To Call In A Crisis

### If You See Unsafe Behavior in Your Child

Get them to the Psychiatric Emergency Room at San Mateo County Medical Center or Mills-Peninsula Medical Center.

- **San Mateo Medical Center**  
222 W. 39th Avenue, San Mateo  
(650) 573-2662
- **Mills-Peninsula Medical Center**  
1501 Trousdale Drive, Burlingame  
(650) 696-5915

If you can't do that safely, call 911 and request a Crisis Intervention Trained (CIT) officer - they are trained to deal with people experiencing mental health issues.

- **Crisis Intervention and Suicide Prevention Hotline**  
(650) 579-0350 | (800) 273-TALK (8255)
- **Crisis Text Line**  
Text START to 741-741 | [www.crisistextline.org](http://www.crisistextline.org)

### Where to find help in San Mateo County

- **San Mateo County Behavioral Health and Recovery Services ACCESS Call Center**  
(800) 686-0101
- **San Mateo County Office of Consumer and Family Affairs**  
(800) 388-5189 | (650) 573-2189 (Spanish)



## Where To Find Support And More Information

### Who to call when you need support

- **24/7 Child and Teen Hotline**  
(650) 567-KIDS (5437)  
for parents, educators and youth  
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- **24/7 Parent Support Line**  
(650) 579-0358
- **24/7 Drug and Alcohol Hotline**  
(650) 573-3950
- **National Alliance on Mental Illness San Mateo County (NAMI)**  
(650) 638-0800

### Online Information & Support

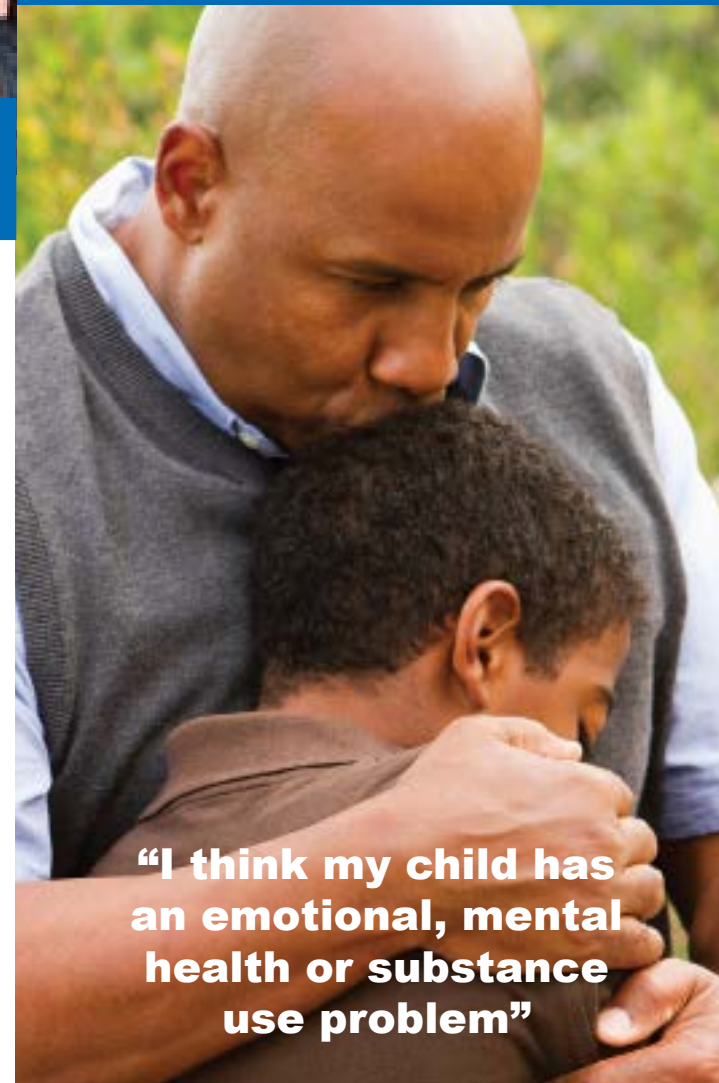
- [www.onyourmind.net](http://www.onyourmind.net) | Teen Chat Room
- [www.smchealth.org/MH911](http://www.smchealth.org/MH911)
- [www.smchealth.org/ocfa](http://www.smchealth.org/ocfa)
- [www.NAMIsanmateo.org](http://www.NAMIsanmateo.org)
- [www.sanmateo.networkofcare.org/mh](http://www.sanmateo.networkofcare.org/mh)
- [www.SAMHSA.gov](http://www.SAMHSA.gov)



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

**San Mateo County**  
**Behavioral Health and Recovery Services**  
**Office of Consumer and Family Affairs**  
[www.smchealth.org/OCFA](http://www.smchealth.org/OCFA)  
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## Where to find help for your child



**“I think my child has an emotional, mental health or substance use problem”**



**COUNTY OF SAN MATEO**  
**HEALTH SYSTEM**  
BEHAVIORAL HEALTH  
& RECOVERY SERVICES



## Did You Know One In Five Youth Have A Mental Health Condition?

Half of the people with mental health conditions develop symptoms by age 14. The longer someone waits to get help, the longer their recovery process becomes. Help your child get the help they need early on to live a long and healthy life.

### What To Do

If you think your child has an emotional / mental health or substance use problem

#### Call

- Your child's pediatrician or primary care doctor
- Your health insurance company's behavioral health resource line. If your child does not have health insurance, contact the San Mateo County Health Coverage Unit at (650) 616-2002
- San Mateo County Behavioral Health and Recovery Services ACCESS Call Center at (800) 686-0101

#### What to say

- My child is \_\_\_\_\_ years old. I am concerned because \_\_\_\_\_
- I first noticed a change in my child's behavior \_\_\_\_\_
- 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?

.....  
**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.

#### Bring to the first appointment or hospital

##### 1. Medical history

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

##### 2. Health insurance information including:

- Private insurance
- Medi-Cal

#### Warning Signs and Risk Factors for Emotional Distress

Get information about the warning signs of emotional distress for children, teens and adults at [www.bit.ly/MHWarningSigns](http://www.bit.ly/MHWarningSigns)

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