

Mental Health Emergency

Call
9-1-1

COUNTY OF
SAN MATEO
HEALTH SYSTEM
BEHAVIORAL HEALTH
& RECOVERY SERVICES

www.smchealth.org/MH911

24 HOUR CRISIS LINES

- **Suicide/Crisis Hotline:** 1-800-273-TALK (8255) toll-free or 650-579-0350
- **San Mateo Medical Center Psychiatric Emergency Services:** 650-573-2662
- **Mills-Peninsula Medical Center Psychiatric Emergency Services:** 650-696-5915

IMPORTANT NON-EMERGENCY PHONE NUMBERS

- **My local (non-emergency) Police Department:**

- **Family Assertive Support Team (Cassia House):**
650-368-3178 *families of individuals age 18+*
- **24/7 Child and Teen Hotline:**
650-567-KIDS (5437) *parents, educators, youth*
- **Behavioral Health and Recovery Services Access Call Center:** 1-800-686-0101, TDD: 1-800-943-2833 *mental health & substance use services*
- **Alcohol and Drug Helpline:** 650-573-3950
- **Behavioral Health and Recovery Services - Office of Consumer & Family Affairs:**
1-800-388-5189 *peer support, resources including wellness centers and peer-run organizations*
- **NAMI-SMC: National Alliance on Mental Illness San Mateo:** 650-638-0800 *support, education, and advocacy for families*

PLAN AHEAD

Know to Ask for a Crisis Intervention Trained Officer (CIT)

When you call 9-1-1, ask to have a CIT Officer dispatched if available as these officers are trained to respond to mental health emergencies.

Fill out the *Information from Family Member* form

Complete the form **ahead of time**. Send a copy to their mental health provider and keep extra copies on hand for hospital personnel if a mental health emergency occurs. For a copy of the form, visit www.smchealth.org/MH911 or call 1-800-388-5189.

This form provides hospitals and mental health providers with important detailed information on your family member or friend's mental health history.

Be prepared for a *5150 Hold*

If your family member or friend is a danger to themselves or to others, or is gravely disabled, it may be necessary to place them on an involuntary hospital hold of up to 72 hours for additional help and evaluation.

Visit www.smchealth.org/MH911 for resources

Find more information on where to get help and what to do in a mental health crisis on our website.

MENTAL HEALTH Emergency

Guidelines for Calling 9-1-1



San Mateo County
Behavioral Health & Recovery Services
225 37th Avenue, 3rd Floor
San Mateo, CA 94403
(650) 573-2541
www.smchealth.org/MH911



COUNTY OF SAN MATEO
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We all want to protect the people we love, but sometimes we cannot do it on our own. If a family member or friend is in a mental health crisis and at risk of harming themselves or others, call the police — even though you or your family member may be upset or afraid — to help ensure everyone's safety.

1. BEFORE CALLING 9-1-1

- **Be prepared:** Become familiar with the guidelines in this brochure.
- **Know your rights:** If the individual is placing you or themselves in danger, police need to step in and help. You have the right to ask for help and your loved one has a right to receive help.
- **Try to remain calm:** Take a few deep breaths so you can speak as slowly and calmly as possible.
- **Remove harmful items:** If possible, remove any items from the immediate area that could be used as a weapon, such as fire arms, knives, tools, or baseball bats.
- **Information from Family Member form:** If possible, complete this form prior to a crisis. Provide a copy to hospital personnel. (Visit www.smchealth.org/MH911 for form.)

2. DURING THE CALL

Try to make the call from a safe and quiet place where your family member or friend will not feel threatened by overhearing you.

- State that you are calling about a mental health emergency and request a CIT Officer.
- Describe the situation in detail, such as whether your loved one is suicidal, aggressive, off their medication, or threatening someone.
- Listen carefully and answer the dispatcher's questions so they have the information to help.
- Stay on the phone — emergency help is being dispatched. **Do not hang up** until you are asked to do so by the dispatcher.



3. WHEN THE POLICE OFFICER ARRIVES

- Tell them what you've seen and heard — stick to the facts.
- Explain what is happening now.
- Let them know what has and has not worked in the past.
- If the person in crisis is being transported — find out where.
- Ask the police officer for their contact information for follow up.

What to Say When Calling 9-1-1

- I'm calling about a **Mental Health Emergency** and request a **CIT Officer**.
- My name is: _____.
- I'm calling from [your location].
- I'm calling because my [family member/friend] is: _____.
- Describe in detail what is going on right now.
- Advise police if there is information on file with law enforcement about the person in crisis.
- Ask if it's possible to arrive without lights or sirens.

The 9-1-1 dispatcher will ask the following: (be clear and brief)

- Are there any acts or threats of violence?
- Are there any weapons involved?
- Where is the person experiencing the emergency located?
- Has there been a suicide attempt or has the person made threats of suicide?

Additional information you may be asked to provide:

- The person's mental health condition/diagnosis and mental healthcare provider.
- Whether he/she is intoxicated or overdosed.
- Any medications the person is taking.
- Whether the person is gravely disabled and unable to care for themselves.