

## Foldable Wallet Card

- 1) Cut out card along the outside solid line.
- 2) Fold in half along the vertical dotted line, with information facing outward.
- 3) Fold in half along the horizontal dotted line so that the photo is on the front cover.



<p><b>WHAT TO SAY WHEN CALLING 911</b></p> <ol style="list-style-type: none"> <li>1) I'm calling about a Mental Health Emergency and request a CIT Officer.</li> <li>2) My name is:</li> <li>3) I'm calling from [your location] because my [family member/friend] is:</li> <li>4) Describe in detail what is going on right now.</li> <li>5) Advise police if there is information on file with law enforcement about the person in crisis.</li> <li>6) Ask if it's possible to arrive without lights or sirens.</li> </ol>	<p><b>The 911 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>For more information, visit <a href="http://www.smchealth.org/mh911">www.smchealth.org/mh911</a></p>
<p><b>MENTAL HEALTH EMERGENCY</b></p> <p>GUIDELINES FOR CALLING 911</p>  <p><b>SAN MATEO COUNTY HEALTH</b>  <b>BEHAVIORAL HEALTH &amp; RECOVERY SERVICES</b></p>	<p><b>IMPORTANT NON-EMERGENCY NUMBERS</b></p> <p><b>Local Police</b>          Family Assertive Support Team (650) 368-3178          Families of adults with mental illness  <b>BHRS Access Call Center</b>          Mental health &amp; substance use services (800) 686-0101   TTY: 711  <b>National Alliance on Mental Illness</b>          Provides family support, education and advocacy 650-638-0800</p>
<p><b>24 HOUR CRISIS LINES</b></p> <p><b>Suicide/Crisis Hotline</b>          (650) 579-0350          (800) 273-TALK (8255)</p> <p><b>San Mateo Medical Center</b>          Psychiatric Emergency Services          (650) 573-2662</p> <p><b>Mills-Peninsula Medical Center</b>          Psychiatric Emergency Services          (650) 696-5915</p>	