

Mental Health Emergency

Call

9-1-1



24 Hour Crisis Lines

- ◆ **Behavioral Health Services Crisis Line:**
(800) 318-8212
- ◆ **National Suicide/Crisis Hotline:**
(800) 273-TALK (8255); Veterans press 1;
Spanish speaking press 2

Important Non-Emergency Numbers

- ◆ **Markleeville (Non-Emergency) Sheriff's Department:** (530) 694-2231 x0
- ◆ **Bear Valley (Non-Emergency) Sheriff's Department:** (209) 753-2321
- ◆ **Access to Mental Health & Substance Use Disorder Treatment Services:**
(530) 694-1816
- ◆ **Suicide Prevention Network (Non-Emergency):** (775) 783-1510
- ◆ **Live Violence Free:** Day: (530) 694-1853
Crisis Line: (888) 750-6444
- ◆ **Health & Human Services:** (530) 694-2235
- ◆ **Public Health:** (530) 694-2146
- ◆ **Alcohol & Drug Helpline:** (800) 662-HELP
- ◆ **Local National Alliance on Mental Illness (NAMI):** (530) 677-2676 (*support, education, and advocacy for families*)

PLAN AHEAD

Know to ask for a Crisis Intervention Team 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 Historical Information Form

Complete the form **ahead of time**. Send a copy to Behavioral Health Services and keep extra copies on hand for hospital personnel if a mental health emergency occurs. For a copy of the form, visit www.alpinecountyca.gov or call (530) 694-1816.

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/or evaluation.

Preventing a Crisis

There are steps you can take to help prevent a crisis:

- ◆ Know the risk factors
- ◆ Understand the triggers for the person
- ◆ Speak to a professional ahead of time by calling Alpine County Behavioral Health Services at (530) 694-1816
- ◆ Maintain open communication

Additional Resources

Find more information on where to get help and what to do in a mental health crisis on the NAMI California website www.namicalifornia.org
Local number: (530) 677-2676 (S. Lake Tahoe)

Alpine County Behavioral Health Services
75-C Diamond Valley Road
Markleeville, CA. 96120
(530) 694-1816



Crisis Intervention Team of Alpine County

Guidelines for calling 9-1-1 in a Mental Health Emergency





We all want to protect the people we love, and sometimes we can't 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 law enforcement 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 the 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.
- ◆ **Historical Information Form:** If possible, complete this form prior to a crisis. Provide a copy to law enforcement. (See reverse of this brochure for further information.)

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. However, if appropriate, ask if the person would like to sit and listen.

- ◆ State that you are calling about a mental health emergency.
- ◆ 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 Officer Arrives

- ◆ Tell them what you've seen and heard and 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 officer for their contact information for follow up.

What to Say When Calling 9-1-1

- ◆ "I'm calling about a **Mental Health Emergency**."
- ◆ "My name is _____."
- ◆ "I'm calling from (your location)."
- ◆ "I'm calling because my (friend/family member) is doing _____."
- ◆ Describe in detail what is going on right now.
- ◆ Advise law enforcement if there is information on file 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 when answering)

- ◆ Are there any acts of violence?
- ◆ Are there any weapons involved?
- ◆ Where is the person who is 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 the person is intoxicated or overdosed.
- ◆ Any medications the person is taking.
- ◆ Whether the person is gravely disabled and unable to care for themselves.