

## 24 HOUR CRISIS LINES

Suicide/Crisis Hotline

**(650) 579-0350**

**1(800) 273-TALK (8255)**

San Mateo Medical Center  
Psychiatric Emergency services

**(650) 573-2662**

Mills-Peninsula Medical Center  
Psychiatric Emergency services

**(650) 696-5915**

## Important Non-Emergency Numbers

### My local (non-emergency) Police Department



### Family Assertive Support Team (Cassia House)

Assistance for family members of an adult with a serious mental illness who is not receiving care. [\(650\) 368-3178](tel:6503683178)

### Behavioral Health and Recovery Services

**Access Call Center** Mental Health and substance use services for San Mateo County residents with Medi-Cal or those who are uninsured. [1\(800\) 686-0101](tel:18006860101)  
TTY (for hearing impaired): 711

### Office of Consumer & Family Affairs

Peer support and resources including wellness centers and peer-run organizations. [1\(800\) 388-5189](tel:18003885189)

### National Alliance on Mental Illness

**San Mateo County** Provides family support, education and advocacy. [\(650\) 638-0800](tel:6506380800)

## Plan Ahead

### Know to Ask for a Crisis Intervention

**Trained Officer (CIT).** When you call 911, 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](http://www.smchealth.org/MH911) or call [1-800-388-5189](tel:18003885189).

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/crisis-services](http://www.smchealth.org/crisis-services) 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 911



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

[smchealth.org/bhrsservices](http://smchealth.org/bhrsservices)

**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 911

**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](http://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.

1. State that you are calling about a mental health emergency and request a CIT Officer.
2. Describe the situation in detail, such as whether your loved one is suicidal, aggressive, off their medication, or threatening someone.
3. Listen carefully and answer the dispatcher’s questions so they have the information to help.
4. 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

1. Tell them what you’ve seen and heard; stick to the facts.
2. Explain what is happening now.
3. Let them know what has and has not worked in the past.
4. If the person in crisis is being transported, find out where.
5. Ask the police officer for their contact information for follow up.

## WHAT TO SAY WHEN CALLING 911

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

### The 911 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



**CALL OR  
TEXT 911**

Text only when you  
cannot call.