

## 24 Hour Crisis Lines

### Alameda County Crisis Support Services

1(800) 309-2131

### National Suicide Prevention Lifeline

1(800) SUICIDE

1(800)784-2433

## Other Helpful Resources

### ACCESS (Acute Crisis Care & Evaluation for System-wide Services)

(800) 491-9099

### Alameda County Substance Use Access and Referral Helpline

1 (844) 682-7215

### National Alliance on Mental Illness Alameda County

(510) 653-2182

### FERC (Family Education and Resource Center)

1 (888) 896-3372

### John George Psychiatric Hospital (JGPH)

(510) 346-7500

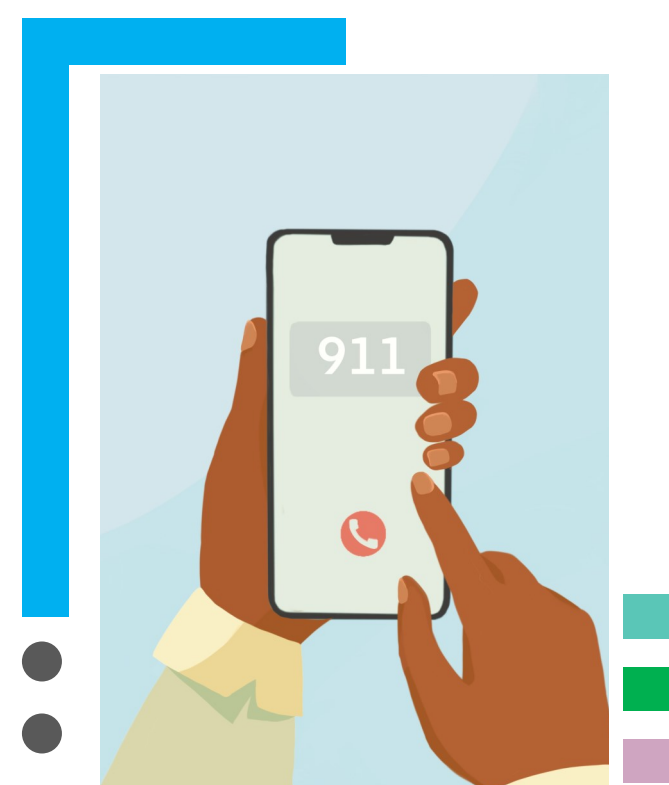


## Police Non-Emergency Numbers

Alameda	510-522-2423
Albany	510-525-7300
Berkeley	510-981-5900
Dublin	925-833-6670
Emeryville	510-596-3700
Fremont	510-790-6800
Hayward	510-293-3481
Livermore	925-371-4900
Newark	510-793-1400
Oakland	510-777-3333
Piedmont	510-420-3000
Pleasanton	925-931-5100
San Leandro	510-577-3201
Union City	510-471-1365

## Local Hospitals

Alameda Hospital	510-522-3700
Alta Bates ED, Oakland	510-204-4444
Children's Hospital, Oakland (Ages 0 to 11 years)	510-483-3004
Fremont Hospital	510-769-1100
Herrick Hospital, Oakland	510-204-4451
Highland Hospital, Oakland	510-437-4800
John George Psychiatric Hospital, San Leandro	510-346-1300
Kaiser Oakland	510-752-1000
Kaiser San Leandro	510-454-1000
Kaiser Fremont	510-248-3000
San Leandro Hospital	510-357-6500
Summit Hospital, Oakland	510-655-4000
Washington Hospital, Fremont	510-797-1111
Willow Rock (Ages 12 to 17 years)	510-483-3030



## Mental Health Emergency?

## Guidelines for Calling 911



## Before Calling 911

### Ask yourself...

Is there an imminent health or safety risk?

If not, call **ACBH Crisis Services at (510) 891-5600, Mon-Fri 8am-6pm** for consultation, referral, and guidance.

Ask for the On-Duty Clinician, who can dispatch the appropriate team to respond and support you.

### If you need to call 911:

#### ***Be prepared***

Become familiar with the guidance in this document before a crisis.

#### ***Know your rights***

If a person is a danger to self or others, police may be needed.

You have the right to request help for yourself and others.

#### ***Remain Calm***

Take a deep breath. Doing so will help you speak clearly and calmly.

#### ***Remove Harmful Items***

If possible, remove any items that could be used to harm themselves or others.

## What to say when calling 911

**If possible, make the call from a safe and quiet space.**

### **Tell the dispatcher:**

**"My name is \_\_\_\_"**

**"I am calling about a mental health emergency".**

**"I am calling from" [current location].**

**"I am calling because my family member/friend/a person is \_\_\_\_"**

*Explain what is currently happening. Remember, stick to the facts.*

### **Ask for a Crisis Intervention Trained Officer ("CIT Officer")**

These officers are trained to respond to mental health emergencies. Ask to have a CIT Officer dispatched and request a mental health unit, if available.

### **Listen carefully to dispatcher's questions.**

If appropriate, request that officers and or ambulance arrive without lights or sirens.

### ***The 911 dispatcher will ask the following:***

- Are there any threats or acts of violence?
- Are there any weapons at the location?
- Where is the person experiencing the emergency located?
- Any threats of suicide or has there been a suicide attempt? (This is important)
- Does the person need medical attention?

### ***Additional information dispatch may ask:***

- Preferred language?
- Is the person able to communicate with others?
- Any known mental health conditions or diagnosis?
- Are drugs or alcohol involved?
- Is the person intoxicated?
- Have they possibly overdosed?
- Is the individual prescribed psych meds or other meds to treat other health conditions?
- Is the person unable to care for their basic needs because of a mental health condition (gravely disabled)?

## When Officers Arrive

- Tell officers what you have seen or heard; stick to the facts.
- Explain what is happening now.
- Tell officers what interventions have or have not worked in the past.
- If your friend or family member is being transported for care, find out where.

### **Be prepared for a 5150 / 5585 Hold to be initiated...**

When a person is a danger to themselves, others, or gravely disabled, they may be placed on an involuntary psychiatric hold for up to 72 hours in order to be evaluated for treatment.

You can review the AB1424 form in preparation for a psychiatric hold.

The form can be downloaded from:

<http://www.acbhcs.org/wp-content/uploads/2017/11/AB1424-form.pdf>