



Mental & Behavioral Health Crisis 911 CHECKLIST

Call 911 if your family member is in crisis and is a danger to themselves or others

NECESSARY INFORMATION The Dispatcher will need this information	WHAT TO EXPECT Who will respond to your crisis?
<ul style="list-style-type: none"> • Address where help is needed & (if different) the address that responding officers should come to • CURRENT location of family member • Nature of the crisis (why you need the police) • Your name • Your family member's name & date of birth or age • Prior or current violent behavior • Possession of weapons / access to weapons • Any alcohol or drug use • Description of family member, including height & weight • Clothing description of family member • Diagnosis (Mental Health and/or Medical) • Current medications (On or Off?) • Have they taken their medications? • Triggers (what upsets them?) • Share what has helped in previous police contacts • Identify other people in the home/at the location • Will your family member be cooperative with officers? 	<ul style="list-style-type: none"> • The 911 operator will dispatch uniformed patrol officers to your location. • Officers will speak with the individual(s) who called to gather more information regarding the reason for the call and the person in crisis. • Officers will determine if a crime has occurred (if applicable) and begin assessing for safety (if the person in crisis is an imminent risk to themselves, others, or unable to take care of themselves). • Any information you can provide is very important to ensuring the safety of everyone involved and that the person is assisted in the most appropriate manner. • Officers will notify the mental health co-responder unit (officer & clinician) to be dispatched if available, if they are not already on scene. • The co-responder unit will continue to gather information and decide a course of action, which may include safety planning and providing resources, transport to the hospital, or transport to the crisis center. • The person in crisis may be placed in handcuffs if they need to be transported for treatment.

IMPORTANT: You are asking a stranger to come into your home to resolve a crisis. They will only have the information you provide to them. It is a good practice to gather as much of this information as possible before a crisis occurs.

NON-EMERGENCY RESOURCES

SummitStone Crisis Center
 Phone: 970-494-4200, Option 1
 Address: 1217 Riverside Avenue Fort Collins, CO

National Alliance on Mental Illness (NAMI)
 Phone: 1-800-950-6264
 Website: <http://namilacc.org/>