

911 Response to a Mental Health Crisis



Police Response

Caller Checklist:

If your loved one is having a mental health crisis and you call the police for help, police officers will respond to assist. In order to make this experience as safe and compassionate as possible, information you provided can help in the response. Below is a checklist of information that is helpful and should be given to the 911 dispatcher in the event you call police for mental health assistance.

Keep this checklist by your phone or have it in hand when you call

The Dispatcher will want to know:

- **Your Name**
- **Your Address** (Where police should respond)
- **Nature** of the crisis *why you need police*
- **Prior or current** violent behavior
- **Weapons or Access** to weapons
- **Name** of your family member in crisis
- **Age** of family member
- **Height & weight** of family member
- **Clothing** description of family member
- **Current** location of family member
- **Diagnosis** (*mental health and/or medical*)
- Current **Medications** (*on or off?*)
- **Triggers** (*what upsets them*)
- State what *has helped in previous police contacts*
- **Identify other persons in the residence or at the scene**

What to expect when the police respond to your crisis...

- When the police respond to the report of your mental health crisis,
- The Dispatcher will send **uniformed police officers** to your location. The officers may be accompanied by a mental health clinician assigned to the **Crisis Intervention Program**.
- The police officer may detain your family member. This detention may include handcuffing, which might be necessary for everyone's safety, including your family member.
- Officer will conduct a preliminary investigation to determine whether a crime has occurred.
- Officer will conduct a preliminary mental health evaluation to determine whether your family member is **a danger to themselves, a danger to others or is gravely disabled** due to mental illness.
- Your statements and past mental health history is an important part of the mental health investigation.
- Officers will inquire about firearms or other dangerous weapons. Officer may seize these weapons per 8102 W&I.
- If the officer determines your family member to be a danger to themselves, a danger to others or gravely disabled due to mental illness, then officer will place your family member on a mental health hold and transport them to the nearest mental health facility. (5150 W&I)