Call 9-1-1 ONLY when there is immediate danger to self or others. First, call Mobile Crisis Response Team at 1-800-704-0900 option #2 for Crisis Intervention.

NON-EMERGENCY
Mental Health Call Center
1-800-704-0900 Press 2
24hr crisis intervention over telephone or to request for Mobile Crisis Response Team between 8 am – 8 pm.

Mental Health Urgent Care
408-885-7855
8 am – 10 pm
871 Enborg Court,
San Jose, CA 95128

NAMI Santa Clara County
408-453-0400 option 1
www.namisantaclara.org

911 Checklist*

If your family member is in crisis and is a danger to themselves or others,

Call 911 & ask for CIT officer*

Hold this list in your hand when you call 911, so you can read from it.

Give the dispatcher the following information:

- Your name
- Address to which the police should respond
- Nature of the crisis (Why you need the 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?)
- Drug use (current or past)
- Triggers (what upsets them?)
- State what has helped in previous police contacts
- Identify other persons in the residence or at the location

Call NAMI-SCC Warmline – 408-453-0400 option 1 Mon-Fri 10am-6pm if you need guidance at any step.

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

THE POLICE RESPONSE

What to expect...
Who will respond to your crisis?

- The 911 operator will dispatch uniformed patrol officers to your location.
- Officers will detain your family member, which will include handcuffing and is for the safety of everyone, including your family member.
- Officers will conduct a preliminary investigation to determine whether a crime occurred.
- Officers will conduct a preliminary mental health investigation to determine whether your family member is a danger to self, danger to other(s), or gravely disabled due to a mental illness (CA WIC §5150).
- Your statements and historical information are an important part of the mental health investigation (CA WIC §5150.05). AB1424 gives you the right to provide information to the authorities who make decisions for your family member. To download the AB1424 form, go to www.namisantaclara.org and look under “Legal” in the Resources menu.
- Officers will inquire about any firearms or other deadly weapons, and in most cases will seize them for safekeeping (pursuant to CA WIC §8102).
- Officers will take your family member to EPS if it is determined that they meet 5150 criteria.
- If your family member is an adult, the officers and/or the EPS cannot disclose information about him/her due to medical records-related privacy laws unless he/she gives a verbal or signed authorization to release information. Use AB1424 form to give EPS medical information for your family member’s treatment.

* Crisis intervention Team (CIT)
*adapted from LAPD’s Mental Evaluation Unit’s 911 Checklist