

**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](http://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

**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](http://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](#)

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