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

**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

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