

24 Hour Crisis Lines

Alameda County Crisis Support Services

1(800) 309-2131

National Suicide Prevention Lifeline

1(800) SUICIDE

1(800)784-2433

Other Helpful Resources

ACCESS (Acute Crisis Care & Evaluation for System-wide Services)

(800) 491-9099

Alameda County Substance Use Access and Referral Helpline

1 (844) 682-7215

National Alliance on Mental Illness Alameda County

(510) 653-2182

FERC (Family Education and Resource Center)

1 (888) 896-3372

John George Psychiatric Hospital (JGPH)

(510) 346-7500

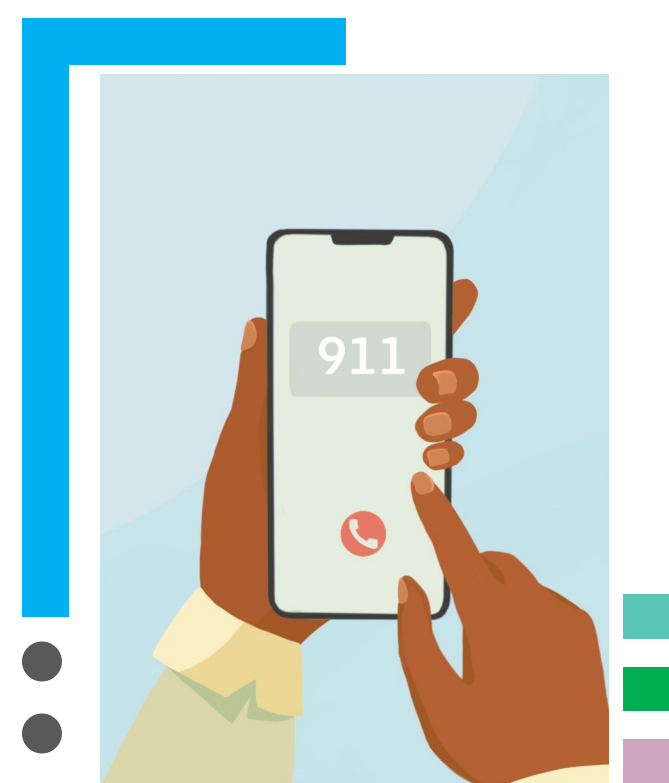


Police Non-Emergency Numbers

| | |
|-------------|--------------|
| Alameda | 510-522-2423 |
| Albany | 510-525-7300 |
| Berkeley | 510-981-5900 |
| Dublin | 925-833-6670 |
| Emeryville | 510-596-3700 |
| Fremont | 510-790-6800 |
| Hayward | 510-293-3481 |
| Livermore | 925-371-4900 |
| Newark | 510-793-1400 |
| Oakland | 510-777-3333 |
| Piedmont | 510-420-3000 |
| Pleasanton | 925-931-5100 |
| San Leandro | 510-577-3201 |
| Union City | 510-471-1365 |

Local Hospitals

| | |
|---|--------------|
| Alameda Hospital | 510-522-3700 |
| Alta Bates ED, Oakland | 510-204-4444 |
| Children's Hospital, Oakland (Ages 0 to 11 years) | 510-483-3004 |
| Fremont Hospital | 510-769-1100 |
| Herrick Hospital, Oakland | 510-204-4451 |
| Highland Hospital, Oakland | 510-437-4800 |
| John George Psychiatric Hospital, San Leandro | 510-346-1300 |
| Kaiser Oakland | 510-752-1000 |
| Kaiser San Leandro | 510-454-1000 |
| Kaiser Fremont | 510-248-3000 |
| San Leandro Hospital | 510-357-6500 |
| Summit Hospital, Oakland | 510-655-4000 |
| Washington Hospital, Fremont | 510-797-1111 |
| Willow Rock (Ages 12 to 17 years) | 510-483-3030 |



Mental Health Emergency?

Guidelines for Calling 911



Before Calling 911

Ask yourself...

Is there an imminent health or safety risk?

If not, call **ACBH Crisis Services at (510) 891-5600, Mon-Fri 8am-6pm** for consultation, referral, and guidance.

Ask for the On-Duty Clinician, who can dispatch the appropriate team to respond and support you.

If you need to call 911:

Be prepared

Become familiar with the guidance in this document before a crisis.

Know your rights

If a person is a danger to self or others, police may be needed.

You have the right to request help for yourself and others.

Remain Calm

Take a deep breath. Doing so will help you speak clearly and calmly.

Remove Harmful Items

If possible, remove any items that could be used to harm themselves or others.

What to say when calling 911

If possible, make the call from a safe and quiet space.

Tell the dispatcher:

"My name is ____"

"I am calling about a mental health emergency".

"I am calling from" [current location].

"I am calling because my family member/friend/a person is ____"

Explain what is currently happening. Remember, stick to the facts.

Ask for a Crisis Intervention Trained Officer ("CIT Officer")

These officers are trained to respond to mental health emergencies. Ask to have a CIT Officer dispatched and request a mental health unit, if available.

Listen carefully to dispatcher's questions.

If appropriate, request that officers and or ambulance arrive without lights or sirens.

The 911 dispatcher will ask the following:

- Are there any threats or acts of violence?
- Are there any weapons at the location?
- Where is the person experiencing the emergency located?
- Any threats of suicide or has there been a suicide attempt? (This is important)
- Does the person need medical attention?

Additional information dispatch may ask:

- Preferred language?
- Is the person able to communicate with others?
- Any known mental health conditions or diagnosis?
- Are drugs or alcohol involved?
- Is the person intoxicated?
- Have they possibly overdosed?
- Is the individual prescribed psych meds or other meds to treat other health conditions?
- Is the person unable to care for their basic needs because of a mental health condition (gravely disabled)?

When Officers Arrive

- Tell officers what you have seen or heard; stick to the facts.
- Explain what is happening now.
- Tell officers what interventions have or have not worked in the past.
- If your friend or family member is being transported for care, find out where.

Be prepared for a 5150 / 5585 Hold to be initiated...

When a person is a danger to themselves, others, or gravely disabled, they may be placed on an involuntary psychiatric hold for up to 72 hours in order to be evaluated for treatment.

You can review the AB1424 form in preparation for a psychiatric hold.

The form can be downloaded from:

<http://www.acbhcs.org/wp-content/uploads/2017/11/AB1424-form.pdf>