

# WHAT TO KNOW BEFORE CALLING 911

## Mental Evaluation 911 Checklist When Calling for Help

If your family member or loved one is in a crisis and is a danger to themselves or others, **CALL 911**.

Read from this list when you call 911 so you can give the dispatcher the following information:

- Your name
- Phone number
- Location to which police should respond
- Nature of emergency
- Weapons or access to weapons
- Name of person in crisis
- Age of person in crisis
- Height, weight & physical description
- Clothing description
- Are there others present?
- Prior or current violent behavior
- Diagnosis
- Medications or drug use (current or past)
- Triggers (what upsets them?)
- Prior police contacts and what has helped

Additional info: \_\_\_\_\_  
\_\_\_\_\_

Current medications: \_\_\_\_\_  
\_\_\_\_\_

Doctor's phone numbers: \_\_\_\_\_  
\_\_\_\_\_

**IMPORTANT:** You are asking an officer to resolve a crisis. They will only have the information that you provide them. Gather as much information as possible before a crisis occurs.



# THE POLICE RESPONSE



## What to expect and who will respond to your crisis

The 911 dispatcher will send **uniformed patrol officers** to your location.

Officers may detain your family member, **which will include handcuffing**, which 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 loved one is a danger to him/herself, danger to other(s), or gravely disabled due to a mental illness (CA WIC 5150)

Officers will inquire about any **firearms** or **other deadly weapons**.

A Psychiatric Emergency Response Team (PERT) clinician will be dispatched if available, but they will not be able to intervene until the situation is rendered safe.

If your family member is an adult, the officers and/or the PERT unit cannot disclose information about him/her due to medical privacy laws.

## NON-EMERGENCY

Download a mobile app by NAMI for guidance during a psychiatric crisis. Search **oscER** San Diego.

San Diego County Psychiatric Hospital:  
**(619) 692-8200**

Access and Crisis Line: **(888) 724-7240**

National Alliance on  
Mental Illness (NAMI):  
**(800) 523-5933**  
<https://namisandiego.org>

