

EMERGENCY GUIDE

If you or someone you know is exhibiting signs of mental illness, it is important to access mental health services before the situation becomes a crisis. You can access these services by calling the MHMRA Helpline at 713-970-7000 if you live in Harris County.

If there is NOT AN IMMEDIATE THREAT OF DANGER but someone is acting out due to his/her mental state, and you live in the City of Houston, call the Houston Police Department's non-emergency number at 713-884-3131 and request that a Crisis Intervention Trained (CIT) officer be dispatched to the location of the incident.

If someone, due to his/her mental state is acting out and there IS AN IMMEDIATE THREAT OF DANGER to that person or someone else, call 911.

An immediate threat of danger can include threats to hurt himself or another.

Calling 911

When you call 911, it is important to try to remain calm. You will need to provide important information in order for the emergency to be successfully resolved. Try to speak clearly and calmly; do not shout. Provide the following information to the 911 operator:

- Your name and address
- Location of the incident
- Name of the person in crisis
- Your relationship to the person in crisis
- A description of the person in crisis
- Information on the person's mental illness
- The person's diagnosis if known
- Medications the person takes
- If the person has stopped taking his/her medication
- Is the person violent
- Any history of violence
- If there are any weapons at the location (if so, attempt to remove them)

- What the person is doing, saying, experiencing

When Law Enforcement Arrives

- Turn on all lights in house if indoors so everyone can be clearly seen
- Do not have anything in your hands when you meet the officer(s)
- Walk, do not run up to the officers
- Calmly identify yourself
- Offer information you think might be helpful
- Be clear and concise