



Mental Health & Substance Use Crisis

911 Checklist

Call 911 if you or your family member is in crisis and is a danger to themselves or others

WHAT TO HAVE READY WHEN CALLING 911	WHAT TO EXPECT FROM POLICE
<ul style="list-style-type: none"> • Specific location of the crisis • Nature of the crisis (Be specific/give details) • Name of person in crisis & date of birth • Detailed description of clothing & behavior • Current or past violent behavior • Access to weapons • Any alcohol or drug use • Diagnosis (Mental Health/Medical) • Current medications • Have they taken their meds • Known triggers (topics that agitate the patient) • Coping strategies (skills/topics that help reduce stress) • Any other persons at the location • Contact information for mental health provider 	<ul style="list-style-type: none"> • Dispatchers will send uniformed police to your location. This may include multiple officers depending on the severity and nature of the 911 call. • Officers will speak with the person who called to gather more information regarding the crisis and assess the situation for safety concerns. • Officers will speak with the patient in crisis to determine the safest and most efficient route to connect them with treatment or services. • Officers will notify the community mental health agency (Aspire) to advise them of the situation and request referrals to applicable services. • If the patient meets the requirements for an Immediate Detention the officers may transport the patient to a hospital for treatment. • Officers may notify the city’s mental health program NobleACT of the incident. A NobleACT member may reach out to you or the patient after the incident to conduct a follow-up appointment and assist the family with connections to appropriate community services.

IMPORTANT: The presence of police can cause added stress or anxiety to an already emotional situation. It is good practice to have as much information as possible on hand prior to police arrival. The National Alliance on Mental Illness (NAMI) has a free crisis resource booklet for download on their website.

NON-EMERGENCY RESOURCES

Aspire Indiana

Crisis line: 317-574-1252
Address: 17840 Cumberland Rd. Noblesville

COMMUNITY NORTH BEHAVIORAL HEALTH PAVILLION

Crisis line: 317-621-5700
Address: 7165 Clearvista Way Indianapolis

