Calling for Help in Kitsap

Calling for Help for Someone in a Behavioral Health Crisis

This call will start the process of getting the person in crisis medical help beyond what you are able to provide. Calling for help when someone is in a behavioral health crisis can be extremely stressful.

**WHO SHOULD I CALL?**

<table>
<thead>
<tr>
<th>CRISIS RESPONSE TEAM</th>
<th>911</th>
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<tr>
<td>360 373 3425</td>
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<td>Kitsap Mental Health Service's Crisis Response Team provides assistance when someone is experiencing a serious behavioral health crisis. Designated Crisis Responders (DCRs) can help with crisis case consultation, referral and evaluation.</td>
<td>If there is an emergency situation involving imminent danger (where you or someone else is being threatened or when someone is endangered because they can not care for their basic needs) call 911 immediately.</td>
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<td>The Crisis Clinic (800 843 4793) provides emotional support for people in crisis, over the phone, and can help work through difficult issues.</td>
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When calling for help please have accurate information ready to share so the response can be effective and safe for all concerned. Try to speak as calmly and clearly as possible. Although this is a very emotionally charged time, when you shout over the phone it is difficult for the person on the other end to understand what you are saying and the information may not be accurately received. Please stay on the phone until the call taker tells you it is okay to hang up.
BE READY TO SHARE THE FOLLOWING INFORMATION with 911

911 CALL TAKERS WILL ASK QUESTIONS: LET THEM LEAD THE CONVERSATION

- Your location, name and phone number
- The name of the person in crisis and your relationship with them
- A description of the individual in crisis (ex. their age, gender, clothing)
- If the person has had a mental health condition, if they are receiving treatment, and where
- If the person has a physical health condition and if they are receiving treatment for it
- Any medication being used — if use has stopped and for how long
- Any alcohol or substances being used— either at the current time or in the past (any addiction/dependency)
- Any history of interactions with the police — especially if calling 911
- If you feel threatened
- If the person in crisis hears voices
- If the person in crisis fears someone or something
- If the person has a history of suicide attempts or self injury—and, if the person is threatening suicide, if he/she has a plan and access to means
- If there are any weapons in the house (If there are any weapons, try to safely remove them before calling)
- What the person is currently doing and saying and where they are in the house or on the property
- You may request a CIO (Crisis Intervention Officer) — a trained officer who has experience in working with people in crisis. Making a request does not guarantee a CIO officer will respond.
- If the person has a First Responder Crisis Kit/crisis plan, and where First Responders might look for it.

WHILE WAITING FOR HELP TO ARRIVE

While waiting for help to arrive stay calm and try to keep the environment as calm as possible. Let the person you’re helping know you are getting help and that they are safe. If you plan to stay with the person in crisis as they receive help, let them know. Ask the person who is experiencing the crisis what they need right now to help them. Ask if they have any wellness tools they’ve used in the past that have helped.

WHEN THE POLICE ARRIVE

If the police are dispatched to the home to help, have all the lights in the house turned on so that all occupants can be clearly visible to the arriving officers. Have nothing in your hands if you come out of the house to meet the officers. Do not run up to the officers. They have no idea who you are and anything you may carry can possibly be interpreted as a weapon. It is essential that the officers responding to your emergency call establish a comfort zone — knowing who the person experiencing crisis is, and that you, who possibly may also be agitated, are not a threat. As calmly as possible, identify yourself.

TELL THE OFFICERS:

- Who you are and your relationship to the person experiencing the crisis
- Who you have called about
- If the person has a mental health condition and if they are receiving treatment for it
- If the person has a physical health condition and if they are receiving treatment for it.
- What medication is being taken
- If any medication has been stopped and for how long
- What immediate symptoms or behaviors caused you to call for help
- Any history of suicide attempts
- Psychiatrist’s and/or case manager’s contact information
- Physician’s contact information
- If the person has a First Responder Crisis Kit/crisis plan, bring it to officers.
First Responder Crisis Kit

When we have crisis in our homes, the first responders that arrive to help us need fast, clear, concise information.

The First Responder Crisis Kit is a flexible tool that can be used briefly - just during the initial crisis - or carried with the individual through interactions with the hospital, law enforcement, and emergency shelters.

**NAME:** John Doe  
**BIRTHDATE:** 01/01/2001  
**MEDICAL:** Diabetes (insulin), Seizure Disorder, Autism Spectrum, Bipolar  
**ALLERGIES:** Penicillin, Tree nuts, Latex  
**EMERGENCY CONTACTS:**  
- Barbara Smith (Mom): (360)999-9999  
- Bob Smith (Dad): (360)888-8888  
- Melissa Stern (Navigator): (360)915-9125  
**TRIGGERS:** Loud noises, Being touched, Large males, Easily intimidated  
**COMFORTS:** Being called “Johnny”, communicates with iPad, Females  
**BASELINE BEHAVIORS:** Self injurious behaviors, Repetitive vocalization, Uncontrollable body motion, No eye contact, Slow response times  
**CONCERNING BEHAVIORS:** RUN RISK, Growling, Angry self-talk, Dizziness

**STEP ONE:**  
- Fill out a 3x5 card with clear information, to be used by First Responders at your home during crisis.

**STEP TWO:**  
- Add to your Crisis Kit to be prepared for possible outcomes in an emergency, like a trip to the hospital, police department, or emergency shelter:  
  - Copy of ID or current photo of individual  
  - Copy of Health Insurance Card  
  - Medication List  
  - Taxi numbers and cab fare to get home from hospital  
  - Extended Medical History Information  
  - Extended Behavioral Health information and intervention strategies  
  - Copy of Power of Attorney Document

**STEP THREE:**  
- Keep your First Responded Crisis Kit in the magnetic pouch on your refrigerator. The red FIRST RESPONDER CRISIS PLAN card should show through the window, followed by the 3x5 First Responder Card. Additional information can be kept behind these initial cards in any order you choose.

**STEP FOUR:**  
- Teach household members and caregivers about the First Responder Crisis Kit.
FIRST RESPONDER CRISIS KIT

ABOUT YOU:

Your Name: ____________________________

Your Phone Number: ____________________

Your email address: _____________________

ABOUT THE INDIVIDUAL:

Name: _________________________________

Birthdate: ______________________________

Medical Concerns: (include behavioral health and mental health) _______________________

Allergies: ______________________________

Emergency Contacts: (Name, relationship, and phone number. 3 max)

1. ____________________________________

2. ____________________________________

3. ____________________________________

Triggers: ______________________________

Comforts: ______________________________

Baseline Behaviors: (Behaviors first responders may be concerned about or misinterpret) ____________________________

Concerning Behaviors: (Behaviors first responders should look out for, or might indicate an escalation in medical emergency or violence.) ____________________________

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FIRST RESPONDER
CRISIS KIT