

## PROTECT PREPARE PREVENT

(Caregivers Request & Concerns When Calling 911)

- **I need the Lead Responder** to be trained in **De-Escalating** a psychiatric crisis, a **CIT** officer. Will you make that clear to all responding? (If they cannot, you may want to reconsider the call for safety of loveone)
- **When** will the lead responder arrive
- Please **No sirens or flashing lights** approaching street
- **Request first responder speak to you**, prior to encountering consumer in crisis, for update on situation,
- Ask for a **call back number** in case things change quickly
- **Clearly state and restate** if violence or weapons are part of the crisis situation at the time of call

[www.safepoliceresponse.org](http://www.safepoliceresponse.org)

## WHEN CIT ARRIVES:

- **MAKE LOCATION SAFE:** adequate lighting, no animals or children underfoot, eliminate other potential hazards
- **INITIAL CONTACT:** have nothing in your hands, no sudden or quick movements, stay 25 feet from responders, calmly identify yourself
- **BE CALM AND DELIBERATE IN YOUR ACTIONS, CLEAR AND CONCISE WITH YOUR WORDS**
- **OFFER INFORMATION:** calmly and clearly explain the situation in regard to safety, review what was told over the phone, report any changes since the call was made, identify anyone else with the person in crisis, any additional relevant info, respond to all questions
- **EXPLAIN:** what you are concerned about
- **ASK:** for responders' names, what responders need you to do
- **FOLLOW INSTRUCTIONS:** where to be, what to do (and not do)

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## VOLUNTEER THIS INFO TO 911

- **My \_\_\_\_\_ is in a psychiatric crisis !**
- **I need a CIT officer**
- **NAME** (Caller's relationship and Person in Crisis)
- **AGE/GENDER/HEIGHT/WEIGHT**
- **LOCATION** of incident (address or best description)
- **DOES** person have history of Mental Illness
- **DIAGNOSIS** if known
- **MEDICATIONS** and when last taken
- **ANYONE** feels threatened?
- **WEAPONS** involved or accessible to person in crisis
- **HISTORY** of violence ?
- **WHAT** is the person in crisis is wearing
- **WHAT** is person saying or doing to indicate crisis
- **PSYCHOTIC** behavior ? What does that look like?