

**MENTAL HEALTH CRISIS
IN THE EVENT THAT SOMEONE APPEARS TO PRESENT A THREAT TO HIS OR
HER SELF**

1. Remain calm
2. Call or have someone call 911, you will need to provide:
 - Your name and location
 - Individual's name, if available
 - Observed symptoms
 - Individual's statements
3. Until police or paramedics arrive, remain calm, pleasant, patient, and listen; Do not escalate the situation
4. Listen to the person, and provide supportive comments to keep them positive
5. Do not argue with the person or attempt to issue commands
6. Do not try to confront or detain someone who has become violent
7. Have another person go out to meet emergency personnel and fill them in en route to the location