



LOS ANGELES POLICE DEPARTMENT

Mental Evaluation Unit

911 Checklist

If your family member is in crisis and is a danger to themselves or others,

Call 911

Hold this list in your hand when you call 911, so you can read from it.

Give the dispatcher the following information:

- Your name**
- Address** to which the police should respond
- Nature** of the crisis (*Why you need the police*)
- Prior or current violent behavior**
- Weapons or access to weapons**
- Name** of your family member in crisis
- Age** of family member
- Height & weight** of family member
- Clothing** description of family member
- CURRENT location** of family member
- Diagnosis** (*Mental Health and/or Medical*)
- Current **medications** (*On or Off?*)
- Drug use** (*current or past*)
- Triggers** (*what upsets them?*)
- State what has helped in **previous police contacts**
- Identify other persons in the residence** or at the location

IMPORTANT: *You are asking a stranger to come into your home to resolve a crisis. They will only have the information that you provide to them. It is a good practice to gather as much of this information as possible before a crisis occurs.*

THE POLICE RESPONSE:

What to expect...

Who will respond to your crisis?

- The 911 operator will dispatch **uniformed patrol officers** to your location.
- Officers will detain your family member, which **will include handcuffing** and is for the safety of everyone, including your family member.
- Officers will conduct a preliminary investigation to determine whether a crime occurred.
- Officers will conduct a preliminary mental health investigation to determine whether your family member is a *danger to self, danger to other(s), or gravely disabled* due to a mental illness (*CA WIC §5150*).
- Your statements and historical information are an important part of the mental health investigation (*CA WIC §5150.05*).
- Officers will inquire about any **firearms** or **other deadly weapons**, and in most cases will seize them for safe-keeping (*pursuant to CA WIC §8102*).
- Officers will notify the Mental Evaluation Unit and a SMART unit (officer & clinician) will be dispatched if available.
- If your family member is an adult, the officers and/or the SMART unit cannot disclose information about him/her due to medical records-related privacy laws.

NON-EMERGENCY

Los Angeles County

Department of Mental Health

ACCESS – 1-800-854-7771

National Alliance on Mental Illness

NAMI 1-800-950-6264

<http://namilacc.org/>