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 may 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.

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.