



Crisis Response Guide

SUPPORT FOR MYSELF

1. Who is a friend or family member I can trust?

Can this person help me stay calm and cope better with stress?

Can this person help with finding resources?

2. Getting support for myself

My therapist or medical provider _____

Akin Guides and Community: www.akinmh.com

3. My coping strategies

What are things I can do on my own to remain calm and approach the situation thoughtfully?

Remember: You Matter! Your self-care when your loved one is in crisis is the foundation for being able to care for them.

AT HOME

4. Who is a friend or family member my *loved one* can trust?

Can this person provide a safe environment and welcome distraction for my loved one?

5. My loved one's preferences for crisis (if I know them)

Distractions, coping strategies, preferred medical or mental health care providers

6. What are the ways to make the environment safe?

Harm-reduction steps I can take to remove firearms, secure medications, car keys etc.

- _____
- _____

CARE PROVIDERS

Tips for asking for health information from your loved one:

- Focus on your own needs. For example, “This information would help me to feel more calm and less anxious if I am able to write it down.”
- Partner on shared goals. For example, “I know you had a bad experience with _____. This information will help us both have the best chance of avoiding that happening again.”
- Keep it simple. For example, “I would like this information for my records. Will you share it with me please?”

7. Is your loved one currently covered by insurance?

Yes

Insurance provider _____

Phone number _____

Group # _____

ID # _____

No

- What are the state and local programs that cover uninsured residents (e.g. Medicaid, etc.)?
- Could you help them set up insurance?
- Could they be eligible for COBRA or previous insurance plans?

8. Does your loved one have a primary care or other medical provider?

Is there an existing care provider that your loved one has a relationship with?

Is there a primary care provider assigned to your loved one?

Name and phone number _____

Primary care providers can usually assist with temporary medication refills and make referrals for mental health.

9. Does your loved one have a mental health care provider?

Someone they have a good existing relationship with, e.g., a therapist, case manager, psychiatrist, or nurse practitioner

Name and phone number _____

Do I have a Release of Information (ROI) in place for this provider?

Yes

Expiration: _____

No

- Remember you can always provide information and ask hypotheticals, even if they can't give you specific information.

If no current mental health provider, your loved one may have access if they:

- **Were discharged from a hospital for mental health**
They should have been assigned a discharge planner or out-patient provider for their case.
- **Are enrolled in a school or university**
They may have a counseling program your loved one is eligible for or a provider assigned.
- **Are currently in the military or are a military veteran**
Veterans Affairs have a variety of high quality mental health services your family may access.

Provider name and phone number _____

10. Are you able to locate a provider who would be your first call if your loved one became amenable to treatment?

- Use the SAMHSA National Helpline: 1-800-662-HELP (4357)
- Use the NAMI Helpline: 1-800-950-NAMI (6264)
- Ask friends and family for recommended providers
- Call an Employee Assistance Program if available

Provider name and phone number _____

URGENT CARE

11. Is there an urgent care, walk-in clinic or hospital ER that your loved one has had a good experience with in the past?

If not, is there one nearby?

Name and address _____

Phone number _____

Ways to find local resources

- 211 or 211info.org
- NAMI Helpline: 1-800-950-NAMI (6264) Text: 62640 email: helpline@nami.org
- SAMHSA National Helpline: 1-800-662-HELP (4357)
- Peer respite directory: <https://power2u.org/directory-of-peer-respites/>

Questions to ask

- Do you have mental health care providers available at your site and what kinds?
- Do you have substance use care providers available at your site?
- Do you transfer patients to other locations if needed? If so, how are they transferred?
- Can you tell me about a typical patient experience here?

CRISIS RESPONSE TEAM

12. How do you reach the crisis response team in your loved one's local area?

Call 211 to find out the local number for the appropriate "Crisis Intervention Team" or "Mobile Response Team." It's a good idea to call when *not* in crisis to get information in advance.

Or call the local police department (non-emergency number) and ask about mental health emergencies.

Local crisis response number _____

Questions to ask

- How long do teams typically take to respond?
- Will teams in my area provide assistance if my loved one refuses treatment?
- Will uniformed police be a part of the response team?
- Under what circumstance does your team involve the police?

EMERGENCY CARE

13. Mental health crisis - call or text 988

988 is a national crisis line specifically for mental health crises. Counselors are from the National Suicide Prevention hotline and are trained in suicide risk assessment among other expertise.

14. Immediate danger or emergency - call 911

Call 911 when you need immediate help. 911 is always the fastest option for assistance.

Helpful phrases for 911:

- "I need help with a **mental health** emergency."
- "My loved one has a diagnosis of _____."
- "Please send help with **training in mental health crises.**"