

When someone is a danger to themselves or others, **please call 911.**

If someone is experiencing a psychiatric crisis,
call the 24/7 Helpline at 512-472-HELP (4357).

When calling 911, **hold this checklist in your hand** and provide the following vital information to the dispatcher in a calm and clear manner.

- Your Name
- Address where law enforcement is requested
- Any potential weapons (such as bats, tools, sharp objects) including items that look like real weapons
- Name of your loved one
- Age
- Height and weight
- Clothing description
- Diagnosis
- Drug use (current or past)
- Medications (on or off)
- Prior violent behavior
- Past history of psychosis
- Details about past delusions or hallucinations
- Triggers
- Things that have helped de-escalate situations in the past

Keep in Mind:

When you call 911, you are asking a law enforcement professional to come to your home to resolve a crisis. They will have NO information about the situation/individual unless you inform them. The goal of the Austin Police Department is always the peaceful resolution of crisis situations.



Helpful Non-Emergency Numbers:

24/7 Helpline: 512-472-HELP (4357)
Suicide Prevention Lifeline: 1-800-273-8255