

Tips for helping someone through a crisis moment

Who can you ask for help right now? A friend, someone with a car, someone else that knows them, someone who has experience supporting community with mental health needs?

Help them calm down so they can get through this crisis moment (the next 30 min. to an hour). Shifting focus from themselves to doing something physical - like walking, cooking or drawing - but still giving space to talk.

If the person is manic, they could take deep breaths, do some stretches, or take a seat with their hand over their heart and wait quietly until it slows down.

Let them talk! It's important that people know they are being heard and that their feelings/thoughts are valid.

Are their basic needs being met? Have they had water today? Had a meal? Slept? Do they need a place to stay tonight?

Make sure they know they have options. Remember, being helpful doesn't mean that you have to have all of the answers.



Wait!

don't
call 911

What happens when you call 9-1-1 in Alameda County?

Dispatch Police



Remember:

- ★ Police are usually the first to respond to 911 calls.
- ★ Even if you tell the dispatcher not to send the police they may arrive anyway.
- ★ Certain geographical locations are always coded for police response depending on the neighborhood and type of call.

Dispatch receives and codes call.
(Note: Dispatch is not in Alameda County)

Dispatch Fire

(given 7 min to respond)



Dispatch Ambulance

(given 10 min and 30 sec to respond)



To Reduce the Risk of Police Being Dispatched Call the Alameda County Fire and Medical Emergency Line:
510-444-1616



The Oakland Power Projects is a project of Critical Resistance Oakland. OPP helps Oakland residents to invest in practices, relationships and resources that build community power and wellbeing.
For more information email croakland@criticalresistance.org or visit www.criticalresistance.org