



WHAT TO DO WHEN SOMEONE IS IN MENTAL HEALTH CRISIS

- DO** Slow down, speak slowly and softly
- DO** Give individual space so they don't feel trapped
- DO** Be calm, express support and concern
- DO** Continually assess for danger
- DO** Use short, simple sentences
- DO** Be helpful, respond calmly to basic needs
- DO** Use phrases like, "we are all here to help"
- DO** Give firm clear directions
- DO** Listen to their story, one person talk at a time
- DO** Respond to feelings, rather than content, delusions, or hallucinations
- DO** Explain your actions before you take them when safe to do so, especially when making physical contact, including using handcuffs

**MENTAL HEALTH 24/7
EMERGENCY HOTLINE
(856) 455-5555**



WHAT **NOT** TO DO WHEN SOMEONE IS IN MENTAL HEALTH CRISIS

- DON'T** Arrest someone for mentally ill behavior that is not criminal
- DON'T** Take control if you don't have to
- DON'T** Argue or reason with psychotic thinking
- DON'T** Stare at the individual
- DON'T** Confuse the individual, ask observers to leave
- DON'T** Make sudden or quick movements
- DON'T** Touch the individual unless necessary
- DON'T** Shout, whisper, joke, or laugh
- DON'T** Say "I know how you feel" or "I understand"
- DON'T** Give multiple choices, it increases confusion
- DON'T** Deceive the individual, it increases fear and suspicion
- DON'T** Restrain unnecessarily; if a person needs to be restrained raise him/her from prone into sitting position, monitor vital signs, & call for medical aid

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LAW ENFORCEMENT GUIDE