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

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**MENTAL HEALTH 24/7 EMERGENCY HOTLINE**

(856) 455-5555

**LAW ENFORCEMENT GUIDE**
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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