



Information to Assist CIT Officers When a Mental Health Crisis Occurs

TELL THE DISPATCHER :

- Your loved one is having a mental health crisis. Explain their mental health history and/or diagnosis.
- Please Note: Not every officer is trained in a CIT program, but ask for a CIT officer if possible.
- Advise them if the person is armed or has access to weapons.

TELL THE CIT OFFICER:

- Tell the CIT officer this is a mental health crisis. Remain calm.
- Make CIT officer aware of anything that can help calm the person in crisis or anything that upsets them.
- Keep all guns out of the home. When the CIT officers arrive, advise them if the person is armed or has access to weapons.¹ Is the person generally violent? In response to what?
- Meet the CIT officer outside if possible and fully explain the crisis and what you would like to happen.¹
 - Tell them what is happening RIGHT NOW.
 - What do you think precipitated this event?
- Keep a current list of medications and doctors' names and offer it to the CIT officer when he/she arrives.

BE UNDERSTANDING OF POLICE PROTOCOL:

- Remember, when weapons are involved, police concentrate on the possible threat of violence until it is neutralized.¹
- Understand, the CIT officer(s) will probably ask you to wait in an area away from the person in a crisis.¹
- Let the officer do his job and only offer assistance if asked.
- Be prepared to go to the hospital but remember all CIT calls do not necessarily mean a trip to the hospital.
- Let your family member know the police are there to help.

BEFORE OR AFTER THE CIT CALL:

- Get to know your police department. Introduce your family member or friend to the police when they are not in crisis.¹ You are then able to build relationships and talk about what helps in a time of crisis.

WORRIED ABOUT A FAMILY MEMBER AND CAN'T REACH THEM:

- Call the police department's non-emergency number and explain why you are concerned. Ask them to conduct a welfare check.

To schedule a customized mental health awareness training or find out more information visit our website at visionforchange.net or call (630) 234.7477

¹ <http://www.stlouisco.com/LawandPublicSafety/CrisisInterventionTeam/HowFamilyandFriendsCanAssistCITOfficers>