

TDD Resources / Crisis Line (24 Hours / 7 Days)

Suicide/Crisis Intervention Hotline: (951) 686-4357

National Suicide Prevention Lifeline
Main: (800) 273-8255 / Spanish: (888) 628-9454
TTY (DEAF/Trouble hearing): (800) 799-4889

Crisis Text Line: Text 741741
www.CrisisChat.org

Center Against Sexual Assault (SW Riverside County)
(866) 373-8300

Veterans Crisis Line: (800) 273-8255 Press 1
www.veteranscrisisline.net

The Trevor Lifeline (LGBTQ Youth): (866) 488-7386

National Alliance of Mental Illness: (800) 950-6264

Friendship Line for Elderly 65+: (888) 670-1360

Emergency Mental Health Services (24 Hour)

Emergency Treatment Services (ETS): (951) 358-4700
9990 County Farm Road, Suite 4, Riverside, CA 92503

24 hours Mental Health Urgent Care: (951) 349-4195
85 Ramona Expressway, Suites 1-3, Perris, CA 92571

Important Non-Emergency Resources

Temecula Wellness and Recovery Clinic for Mature Adults
(55+): (951) 600-6420
40925 County Center Drive, Suite 101 Temecula, CA 92591

Temecula Mental Health Adult Services: (951) 600-6300
40925 County Center Drive, Suite 200, Temecula, CA 92591

Temecula Children Mental Health: (951) 600-6355
41002 County Center Drive Suite 320, Temecula, CA 92591

The Public Guardian (Conservatorship): (951) 955-1540

CARES Line (Community Assess, Referral, Evaluation, and
Support): (800) 706-7500

Personal Information

Be prepared to provide dispatch and the responding officer(s) your family member/friends medical and mental health history and a list of current medications, current providers, and last hospital visit.

Be prepared for a "5150 Hold"

If your family member or friend is in danger of hurting themselves or others, or is gravely disabled, it may be necessary to place them on an involuntary hospital hold of up to 72 hours for additional help and evaluation.

Community Behavioral Health Assessment Team (CBAT)

The CBAT team is composed of Menifee Police Officer, J. Kaub, who is specially trained in addressing mental health crisis and Licensed Mental Health Clinician J. Galindo. Together, the CBAT duo is committed to delivering positive law enforcement crisis intervention service to people experiencing a mental health crisis in the Menifee area.

CBAT 5150 Follow-Up

One of the main objectives for the CBAT is to follow-up on all 5150 holds either by phone or a home visit. Our goal is to provide on-going support to help you or your loved one in receiving effective mental health treatment and linkage to other available resources.

Community Behavioral Health Assessment Team (CBAT)



Community Mental Health Resource Guide & Guidelines for CALLING 9-1-1

29714 Haun Road Menifee, CA 92586
Non-Emergency: 951-677-4964
www.MenifeePolice.org

Crisis Response

We all want to protect the people we love, and sometimes we cannot do it on our own.

If a family member or a friend is in a mental health crisis and at risk of harming themselves or others, call the police. Although it may be upsetting to do so, you want to ensure everyone's safety.

The Menifee Police Department will send a patrol unit(s) to stabilize the crisis and detain your family member or friend for a mental health evaluation. Your family member or friend might be handcuffed for everyone's safety. That does not mean the person is in trouble and/or arrested.

Statistics show that when officers handcuff a person who is in crisis, the application of force by officers is significantly reduced.

IMPORTANT

You are asking a stranger to come into your home to resolve a crisis. They will only have the information that you provide to them. It is good practice to gather and provide as much information as possible.

BEFORE CALLING 9-1-1

- **Be prepared:** Become familiar with the guidelines in this brochure.
- **Try to remain calm:** Take a few breaths so you can speak as slowly, as calmly, and clearly as possible.
- **If possible, safely remove ALL sharp objects and medications.** Remove any items from the immediate area that could be used as a weapon, such as: firearms, knives, tools, pens/pencils, or baseball bats.

DURING THE CALL

- Try to make the call from a safe and quiet place where your family member or friend will not feel threatened by overhearing you.
- State that you are calling about a mental health emergency.
- Describe the situation in detail, such as whether your loved one is suicidal, aggressive, not taking medication, or threatening someone.
- Advise if any **firearms** are involved or are in the immediate area.
- Listen carefully and answer the dispatcher's questions so they have all information to provide the officer.
- Stay on the phone. Emergency help is being dispatched. **DO NOT HANG UP** until you are asked to do so by the dispatcher and/or an officer.

WHAT TO SAY DURING THE CALL

- I'm calling about a Mental Health Emergency.
- My name is _____.
- I'm calling from (your location).
- I am calling because my (family member's/friend's name) is: _____
- Describe in detail what is happening at that moment.
- Advise police if there is information on file with Law Enforcement about the person in crisis.
- Family member/friend's name, birthdate, age, clothing description.
- Is the person, violent, under the influence, or injured?

WHEN THE POLICE OFFICER(S) ARRIVE

- Tell them what you have seen and heard (**STICK TO THE FACTS**).
- Explain what is happening now.
- Any weapons or access to weapons?
- Prior and/or current violent behavior.
- Let the police know what has and has not worked in the past.
- Is the person diagnosed with any mental disorder and if so, what?
- Currently illegal drug use.
- Triggers
- If the person in crisis had been previously transported, where?