

# WHO TO CALL IN A CRISIS?

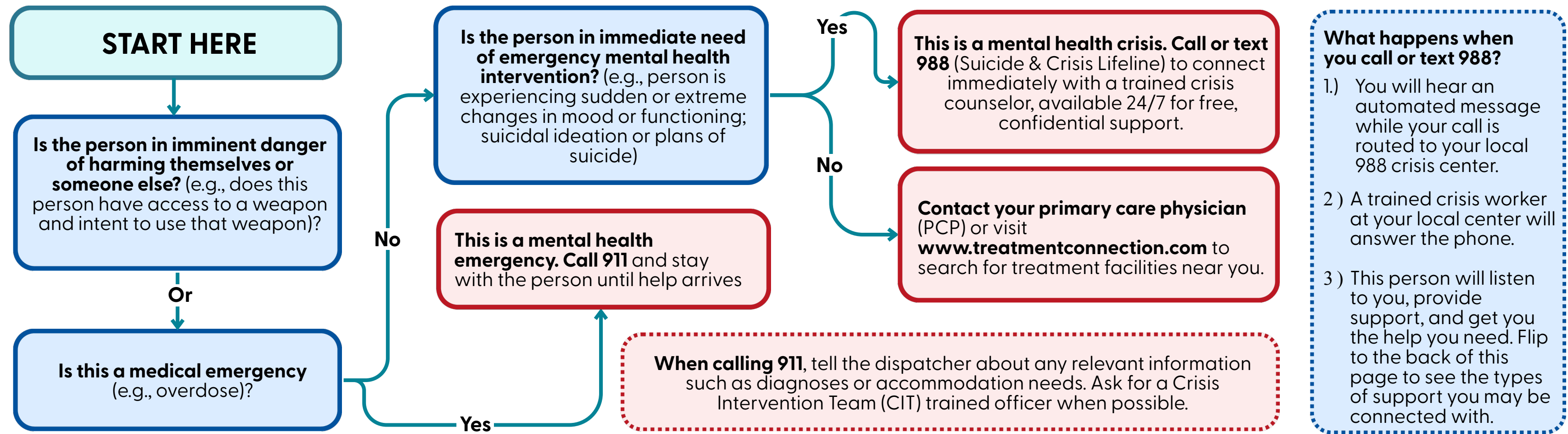
## Adult Mental Health Crisis Services in Delaware

This decision tree can help you better understand if the person you are supporting is experiencing a mental health emergency or a mental health crisis. Use this decision tree to figure out who you should call in an emergency situation. If you have a mental health provider, follow the steps outlined in your individualized crisis plan.

### IMPORTANT WORDS TO KNOW:

A **mental health emergency** is a life-threatening situation. When someone is having a mental health emergency, they are a danger to themselves or others. If you, or the person you support, is experiencing a mental health emergency, call 911.

A **mental health crisis** is not life-threatening, but is extremely distressing. A mental health crisis can be caused, or worsened, by loss, transitions, change, or trauma.



**Is this person their own legal guardian?** Not all adults are their own legal guardian. Some adults have legal supports in place to help with decision making (e.g., power of attorney, supported decision-making, surrogate decision-making). If this person is not their own legal guardian, contact their guardian or supporter after the appropriate emergency services have been called.

Flip over for more resources

# THINGS TO Keep inMind

- **A mental health crisis looks different for everyone.** There is never a wrong time to seek mental health services if you think you, or someone you care for, may be in crisis.
- **988 is available** to provide support to a person in crisis as well as their supporters.
- Places 988 may connect you with:
  - **Crisis Intervention Services** – Delaware’s crisis intervention and stabilization services offer quick access to short term care for adults.
  - **Recovery Innovations (RI) Recovery Response Center** – 23-hour crisis assessment, stabilization, and engagement program for adults.
  - **Bridge Clinic** – Walk-in clinics that provide access to qualified clinicians without the need for an appointment. Bridge Clinics provide a range of services such as screening and referrals to treatment for mental health and substance use disorders.
  - **Hope Line** (833-9-HOPEDE) – A 24/7 hotline to access peer counseling and support for addiction, emotional distress and mental fatigue.
- Remember, **healing takes time.** You might need to use this decision tree to get help more than one time. This is okay.

- Communication device (if needed);
- Fidgets or sensory tools;
- A completed **Smart911** profile; and
- A completed **My Emergency Care Plan** and **My Crisis Care Plan** to share with first responders.

## TOOLS TO HAVE During a Crisis Response



The **My Crisis Care Plan** provides a space to organize important personal and medical information to assist someone during a crisis. Visit [cde.udel.edu/healthcareaccess](https://cde.udel.edu/healthcareaccess) to download the full My Care Plan collection.

# STAYING PREPARED With Smart911

## What is Smart911?

Smart911 is a communication tool you can use in an emergency. With Smart911, you can create a free Safety Profile that includes any information that you want first responders to know when they respond to a 911 call. For example, you can include information about your disability, medical or mobility equipment, communication devices, and more.

## Steps to register for Smart911:

- Go to **Smart911.com**
- **Click on “Sign Up Today”** to create your free Smart911 profile.
- To keep your account active, log back in every **6 months** to confirm or update your Smart911 profile.