

# WHO TO CALL IN A CRISIS?

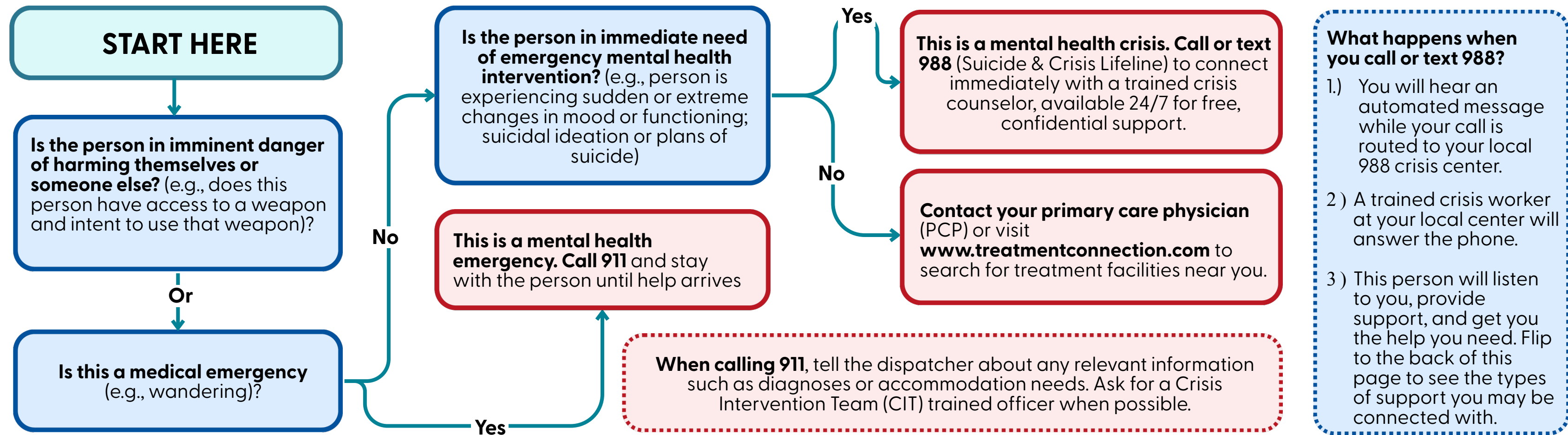
## Youth Mental Health Crisis Services in Delaware

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.



**What is the definition of youth?** The term youth can mean different things. Typically, youth refers to anyone under the age of 18. For people with disabilities, the term youth often applies to any individual under the age of 21. In regard to health care, Delaware considers youth to be people ages 12–24. **Are you this youth's parent or legal guardian?** If no, 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:
  - **Delaware Guidance 24/7 Youth Crisis Response** - Delaware's 24/7 crisis intervention and stabilization services for youth in Delaware under the age of 18.
- 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 [cbs.udel.edu/healthcareaccess](https://cbs.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.