

## WHAT IS A MENTAL HEALTH CRISIS?

A crisis is “any situation in which a person’s behaviors puts them at risk of hurting themselves or others and/or when they are not able to resolve the situation with the skills and resources available.” Many situations can be anticipated; relatives may have a suspicion is not taking his/her meds, is feeling hopeless, becoming more symptomatic, or becoming agitated.

Sometimes, your loved one may just need a few days of reduced stress to feel back to their old selves.

## SITUATIONS THAT MAY TRIGGER CRISIS:

- Changes in family situations
- Grief and loss of any kind
- Trauma/violence
- Mounting pressures about school or work deadlines
- Lack of understanding from peers, co-workers, teachers
- Stopped or missed medication doses
- Use or abuse of drugs or alcohol, including marijuana

## WHAT ITEMS DO I NEED IF I TAKE MY LOVED ONE TO THE ER?

- Medical information, including medication types and doses
- Contact information for mental health providers
- List of helpful treatment(s) (CBT, DBT)
- Hygiene supplies
- Extra clothes
- Snacks
- Music or books

## CRISIS RESOURCES

*New Journeys*  
(Not available after hours)

Nurse Helpline: 360-704-7170 x 21004  
Becky: 360-302-2733  
Cammie: 360-790-3223  
Lucy: 360-589-0814

## 24 HOUR SERVICES

*Crisis Resolution Services*  
(360)-754-1338

*The Crisis Clinic*  
ADULTS: 360-586-2800  
Youth Help Line: 360-586-2777

## NATIONAL SUICIDE PREVENTION HOTLINES

*24/7 phone crisis hotline:*  
1-800-273-8255

*24/7 Crisis Text Line:*  
Text “HOME” to 741741

## SUPPORTING RECOVERY



## CRISIS GUIDE

NEW JOURNEYS

3859 Martin Way E. Suite 102  
Olympia, WA 98506

p. 360-704-7170

f. 360-292-4249

[www.bhr.org/newjourneys](http://www.bhr.org/newjourneys)



## WARNING SIGNS OF A MENTAL HEALTH CRISIS

Often family and friends observe changes in a person's behavior that may indicate a crisis. A person in the middle of a mental health crisis is often unable to clearly communicate their thoughts, feelings, or emotions.

Crisis can come suddenly. Some warning signs include:

- Rapid mood swings
- Increased agitation
- Abusive behavior
- Isolation from school, work, family, and friends
- Losing touch with reality

If you are worried that your loved one is nearing a crisis, assess the situation and seek help. Is your loved one in danger of hurting themselves or others? Do you have time to start with a phone call for guidance? Do you need emergency assistance?

**Most importantly, stay safe! If at any point the situation becomes unsafe, call 911.**

## WHAT SHOULD I DO IN A MENTAL HEALTH CRISIS?

*Activate the wellness plan you have created with your New Journeys Team!*

If the crisis is posing *no immediate danger*, notify a member of the New Journeys team for advice and support.

Use de-escalation techniques:

- Listen to the person
- Express support and concern
- Don't argue or try to reason with the person
- Ask how you can help
- Move slowly and avoid touching the person without asking
- Announce actions before doing them

*If you cannot reach help or if the situation is worsening, call your county's mental health crisis line or crisis response team:*

Every Washington county has 24-hour mental health crisis phone lines and a mobile crisis response team. Mobile response teams can meet the person at the scene of crisis.

Notify the crisis worker that the individual receives mental health services from BHR's New Journeys team.

Crisis staff may determine that law enforcement needs to intervene, or that your loved one should go to the nearest hospital emergency room or receive crisis stabilization services.

**If there is immediate danger, call 911.**

Tell the dispatcher about the mental health crisis and explain the nature of the emergency. Vocalize that the crisis involves an individual with a mental illness to increase the odds you'll receive help from an officer trained to handle these situations.

When law enforcement arrives, provide the following information:

- Diagnosis
- Medications
- Mental health provider
- Hospitalization history
- Previous history of violence or criminal charges

Once a law enforcement officer arrives on the scene, they will control the situation and determine if your loved one should be brought to the hospital emergency room, arrested due to a crime, or, after they've calmed down, stay home.

*\*Stay as calm as possible during this process and be clear about what you want to happen\**