

CRISIS SITUATIONS RECOMMENDATIONS

EMERGENCY PHONE #: 911

COMMUNITY CRISIS CENTER (CCC) PHONE #: 316-660-7500 TTY 1-800-766-3777

ADDRESS: 635 North Main Street, Wichita, KS - just north of the Sedgwick County Court House and Parking Garage

Following are recommended steps for dealing with a crisis situation. Most important is to dial 911 earlier rather than later to ensure safety for everyone involved:

1. **SERIOUS CRISIS LEVEL:** If you are a family member/friend/acquaintance of someone who is experiencing a crisis situation that demands assistance:
 - **IMMEDIATELY CALL 911** if violence has occurred or if the clear threat of violence is present, if the person is extremely psychotic or out of control, if a person is threatening suicide or if a weapon of any sort is present. Remove yourself from the setting if you feel it necessary, and then call 911. **INDICATE IF A WEAPON IS PRESENT.**
 - **ASK FOR A CIT** (Crisis Intervention Team) **OFFICER**, who is specially trained to deal with these situations;
 - **PROVIDE DETAILS** as specifically as possible to the dispatcher about what you are seeing or experiencing. **INDICATE IT IS A MENTAL HEALTH CALL.**
 - **EARLY INTERVENTION IS CRITICAL** to get a person in crisis to a safe place, to get an assessment and to assure safety for everyone involved. **DO NOT DELAY.**

2. **MODERATE CRISIS LEVEL:** if level of threat or concern does not need immediate police help:
 - **ASK** if the person in crisis is willing to accompany you to the Community Crisis Center (CCC) at 635 North Main to get help, **OR**
 - **CHECK** if the person would feel more comfortable going to the CCC with someone else or with a CIT officer, **OR**
 - **ASK** if the person is willing to speak with a CCC staff member by phone to review their options;
 - **ASK FOR SOMEONE TO ACCOMPANY YOU** if you provide transportation to the CCC;
 - If the person is highly agitated, **ASK** if they have used any techniques to help themselves calm down. **ASK** if they have a personal **WRAP/Crisis plan**, and help them review what it says about steps they wish to be taken;

3. If the person in crisis has had prior experiences in a hospital emergency room or in other hospitalizations and does NOT want to go through that again, assure them that the CCC has multiple options for providing assistance that will help to not repeat past experiences – such as a short-term observation recliner, one or more day stabilization bed, the assistance of a peer support specialist and referrals to other community services.

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