



**St. Paul Police Department
Mental Health Unit
911 Checklist**

If your family member is in crisis and is an immediate danger to themselves or others, CALL 911

Hold this list in your hand when you call 911, so you can read from it.

Give the dispatcher the following information:

- **Your name**
- **Address** to which the police should respond
- **Nature** of the crisis (*Why you need the police*)
- **Prior or current violent behavior**
- **Weapons or access to weapons**
- **Name** of your family member in crisis
- **Age** of family member
- **Height & weight** of family member
- **Clothing** description of family member
- **CURRENT location** of family member
- **Diagnosis** (*Mental Health and/or medical*)
- Current **medications** (*On or Off?*)
- **Drug use** (*current or past*)
- **Triggers** (*what upsets them?*)
- State what has helped in **previous police contacts**
- **Identify other persons in the residence** or at the location

The Police Response:

What to expect...
Who will respond to your crisis?

- The 911 operator will dispatch **uniformed patrol officers** to your location.
- Officers will detain you family member, which **may include handcuffing** and is for the safety of everyone, including your family member.
- Officers will conduct a preliminary investigation to determine whether a crime occurred.
- Officers will conduct a preliminary mental health investigation to determine whether you family member is a danger to self or danger to other(s), (MN 253B.05).
- Your statements and historical information are an important part of the mental health investigation.
- Officers may notify the Mental Health Unit and follow-up may be conducted.
- If your family member is an adult, the investigators may not be able to disclose information gathered during the investigations.

NON-EMERGENCY

**St. Paul Police Department
Mental Health Unit
(651) 266-5840**

**Ramsey County Crisis
(651) 266-7900**

**Mental Health Urgent Care Center
402 E. University**

**National Alliance on Mental Illness
NAMI 1-800-950-6264**

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 a good practice to gather as much of this information as possible before a crisis occurs.



Police Non-Emergency (651) 291-1111