

Ways to Help During an Emergency

Do

- **Check for danger** and call for help if needed.
- **Listen without interrupting** and give the person time to respond.
- **Speak calmly** in a quiet voice.
- **Be helpful.** Respond to basic needs and requests.
- **Give clear directions;** one person should talk to prevent confusion.
- **Respond to feelings** rather than content.

Don't

- **Don't deceive the person.** Dishonesty increases fear and suspicion.
- **Don't touch** the person without asking. For some people, touch may cause fear.
- **Don't whisper, joke, or laugh.**
- **Don't stand over the person.** If the person is seated, seat yourself to avoid being perceived as trying to control or intimidate.
- **Don't join into behavior** related to the person's mental illness.
- **Don't contradict** OR reinforce false beliefs (delusions).

Tips for Calling 911

- **MAKE IT CLEAR** you are calling about someone having an acute mental illness episode.
- **ASK** who in the department is trained to assist a person having a mental health emergency.
- **DESCRIBE** the behavior you're seeing.
- **EXPLAIN** why you cannot handle the situation yourself.
- **BE VERY CLEAR** you are seeking medical treatment and not arrest.

Inpatient Treatment Centers

Voluntary or involuntary inpatient admissions usually require medical clearance through an emergency room or current doctor.

Intermountain Hospital

208-377-8400

303 N Allumbaugh St, Boise, Idaho 83704

Saint Alphonsus Behavioral Health

208-367-2175

131 N Allumbaugh St, Boise, Idaho 83704

Safe Haven

208-327-0504

8050 W Northview St, Boise, Idaho 83704

Allumbaugh House

208-377-9669

400 N Allumbaugh, Boise, Idaho 83704

Self-referral for detox or provider referral for behavioral health. Person must live in area and have no health insurance. Voluntary admissions only.

Court Ordered Treatment

If you believe someone you know is gravely disabled or a danger to him or herself or others due to mental illness, you can petition the court to have a person evaluated for involuntary medical care and treatment.

Mobile Crisis Unit (208-334-0808 option 2) can explain, initiate, and expedite this process. Or, if you prefer, you can pick up, fill out, and file a field petition at:

Ada County Prosecutor's office

Located in

Ada County Juvenile Court Service

6300 Denton St, Boise, Idaho 83704

208-577-4900

Monday through Friday

8:00 am – 11:00 am and 1:00 pm – 3:30 pm

What to Do in a Mental Health Emergency

**Ada County, Idaho
Boise and surrounding area**

Call 911 right away if there is danger to yourself or others.

Tell the operator that there is a mental health emergency. Request Crisis Intervention Team (CIT) officers. If in doubt for your safety, get to a safe place. Stay on the phone with the operator.

Idaho Department of Health & Welfare Mobile Crisis Unit (MCU) 208-334-0808 option 2

If you are unsure how to handle a mental health condition, the MCU has a 24/7 call center that helps people who need immediate attention (such as a person who may have a plan to hurt someone or themselves) or people who need referrals (such as someone who'd like advice on how to find a provider).

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How to Recognize an Emergency

It can be a hard choice to call for emergency help when someone with a mental health condition is experiencing severe symptoms. The decision is difficult when a person's symptoms are first emerging and/or family members and friends are inexperienced. Other times the situation is clearly an emergency. Here are some guidelines.

The situation is an emergency if you or anyone is:

- Inflicting or attempting to inflict serious bodily harm.
- Attempting suicide or behaving in a manner that shows intention to follow through on verbal threats of suicide.
- Mutilating or attempting to injure him or herself.
- Acutely distressed by hallucinations (seeing or hearing things others do not).
- Acting on delusional thoughts.
- Experiencing uncontrollable anxiety, agitation, or anger.
- Having a severe reaction to psychiatric medication.
- Expressing serious thoughts or making assaultive threats about hurting him or herself or someone else.
- Unable to provide for basic needs and/or unable to keep him or herself safe due to mental health symptoms. Bodily injury, death, or physical debilitation might result without intervention.

If suicide is a possibility, remove pills, weapons, and other means. Do not leave person alone. Stay until help arrives. Take away or hide car keys.

Go to an Emergency Room

A person in crisis can go directly to a hospital's Emergency Department (ED), be evaluated, and referred for treatment.

Saint Alphonsus Main Campus ED 208-367-3221
1055 N Curtis Rd, Boise, Idaho 83706

Saint Alphonsus Eagle ED 208-367-5355
323 E Riverside Dr, Eagle, Idaho 83616

St. Luke's Regional Medical Center ED 208-381-2235
190 E Bannock St, Boise, Idaho 83712

St. Luke's Meridian Medical Center (main switchboard)..... 208-706-5000
520 S Eagle Rd, Meridian, Idaho 83642

Call for Assistance

**Idaho Department of Health & Welfare
Mobile Crisis Unit (MCU)** 208-334-0808

Ada County Non-Emergency Police Dispatch 208-377-6790
For non-emergency, call and request Crisis Intervention Team (CIT) trained officers. If the person in crisis displays behaviors that meet legal criteria, a police officer may place a person in a medical facility for emergency evaluation.

When calling dispatch, first identify yourself.
Give your phone number. Request that an officer call you.
Describe specific risk factors in layperson's terms.
Give the dispatch any information they request.

**Idaho Department of Health & Welfare
Care Line (2-1-1)** 211

Suicide Prevention Hotline 1-800-273-8255
Press 1 for Veteran's Crisis Hotline
The Hotline is free, confidential, and always available.

National Alliance on Mental Illness (NAMI) Boise..... 208-376-4304
Promotes wellness, education, and advocacy for people with mental illness and their families. Support groups.
No emergency services. Weekdays 10:00 am – 2:00pm

Call Current Healthcare Provider
