



## **What to do when a person is experiencing a mental health crisis**

If someone is displaying changes in behavior that may indicate an impending crisis, see warning signs below:

- Inability to cope with daily tasks
  - Not taking care of personal hygiene
  - Not eating or eating too much
  - Sleeps longer or refuses to get up
  - Can't sleep
- Rapid mood swings
  - Increased energy level
  - Pacing
  - Suddenly depressed/withdrawn
  - Suddenly happy/calm after period of depression
- Talking very rapidly or non-stop
- Medication changes may be a trigger with consumers trying to adjust
- Confused thinking or irrational thoughts
- Thinking everyone is out to get them or seeming to lose touch with reality
- If they are experiencing hallucinations or delusions
- Making threats to others or themselves
- Isolating themselves from friends and family, not coming out of their room
- Rapid weight loss or gain
- Suicidal thoughts and statements such as "I want to die" or even possible vague statements such as "I don't want to be here anymore"

## ***What are my Options?***

### **Review the person's crisis plan:**

- Begin to implement activities in the plan based on what has been documented.
- Inform other staff in the home that the person's crisis plan needs to be executed and put everyone on alert.
- If the person is unable to be stabilized based according to their crisis plan, determine other actions as listed below:
- The community mental health (CMH) provider should be called. If not available, the crisis services listed below are available 24 hours a day, 7 days a week:
- If you have concerns about the person and are not sure who to call, call the crisis line for assistance.
- Revise current crisis plan.

Be sure to document activities during the crisis and be sure to inform the person's CMH Provider



**Call the Crisis Line (1-800-241-4949):**

- If the person seems to be escalating into a crisis.
- If the person needs to or request to speak to a mental health professional
- If person refuses to get on the line, staff can speak with the mental health professional for support with stabilizing the crisis.

The Crisis Line has master's level clinicians that will attempt to de-escalate the crisis. They may warm transfer a call from an AFC home to Community Outreach for Psychiatric Emergencies (COPE). The crisis line may also determine that they need to facilitate a call to 911. Be sure to document activities once crisis has ended and be sure to inform consumers CMH Provider

**For Adult Foster Care (AFC) Homes - Call COPE (Adults Only) 1-844-296-COPE:**

- If staff are unable to de-escalate the person via crisis plan or crisis line call
- If the person has refused medications over the last 24-48 hours and may not be able to immediately see their outpatient provider.
- If the person is having difficulty completing normal activities and it appears as if it may escalate to a crisis.
- If person begins to display behaviors that previously resulted in a visit to the emergency department
- If person has been to the emergency department for behavioral health services within the last 30 days
- If the person has experienced a crisis related to substance abuse.

COPE may dispatch a mobile crisis intervention team out to the AFC home, direct the consumer to be taken to the Crisis Stabilization Unit or facilitate a call to 911.

Be sure to document activities during the crisis and be sure to inform the person's CMH Provider

**For Children Only, Call the Crisis Options below:**

- If the child cannot be de-escalated via crisis plan or crisis line call
- If the child has refused medications over the last 24-48 hours and may not be able to immediately see their outpatient provider.
- If the child is having difficulty completing normal activities and it appears as if it may escalate to a crisis.
- If consumer begins to display behaviors that previously resulted in a visit to the emergency department

*New Oakland Family Centers: Intensive Crisis Stabilization Services (ICSS) hotline: (877)800-1650. Trained clinicians that can come to the site of the crisis or help to provide resources/navigate next steps.*



The Children's Center – Children's Crisis Care Center: (79 Alexandrine Building 90 Detroit, MI 48201) 313-324-8557, Monday – Friday from 8:00am to 8:00pm. Children can be taken to the facility during hours of operation.

**Call 911:**

- If person is experiencing a medical emergency
- If person has attempted suicide
- If person has made suicidal or homicidal threats
- If person has destroyed property
- If person is a behavioral threat