



Green Bay Police Department
Mental Health / Crisis Intervention

911 Checklist

If your family member is in crisis and is a 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**
- Any Armed Forces experience?**
- Identify other persons in the residence** or at the location
- Do they know police** are being called?
- Will they be cooperative** with Officers?
- Do they have access to a **vehicle? Vehicle description** and/or license plate number?

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 your 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 your family member is a *danger to self, danger to other(s), or gravely disabled* due to a mental illness (*WI §51.15 and §55*).
- ◆ Your statements and historical information are an important part of the mental health investigation.
- ◆ Officers will inquire about any **firearms** or **other deadly weapons**, and the court may order law enforcement to seize them for safe-keeping.
- ◆ Dispatch or responding Officers will notify the Mental Health Officer Unit or a CCIT (Community Crisis Intervention Team) Officer if they are available to assist.

NON-EMERGENCY

[24 –Hour Crisis Center](#)

920-436-8888

[Brown County Dept. Human Services](#)

Intake - 920-391-4816

[Brown County National Alliance on Mental Illness](#)

920-430-7460