



WHAT TO SAY TO POLICE



What to Say to Police

- ✓ Have a crisis plan in place with your team on when to call the police, see example on the back.
- ✓ Request that a Crisis Intervention Trained (CIT) officer be sent.
- ✓ Inform them that your loved one has SMI and is in crisis as early as possible.
- ✓ Inform if the person is in danger of hurting themselves, others, or property.
- ✓ Tell them if the person has weapons or access to weapons.
- ✓ Be very specific about the behaviors you are observing.
- ✓ Describe what's been going on recently and right now, not what happened a year ago. Be brief and to the point.
- ✓ Inform them on the best way to approach your loved one by identifying triggers: lights, sirens, uniforms, etc.
- ✓ Let them know if your loved one is assigned to a clinic or ACT team.
- ✓ Explain the situation and don't exaggerate.
- ✓ Follow instructions when officers arrive.
- ✓ If the officer asks the family or friends to come outside to formulate a plan, do it.
- ✓ Help them to make a plan that is best for your loved one.
- ✓ Don't interfere if the police detain them initially.
- ✓ Request that officers take your loved one to a hospital or Crisis service center.

Things that are not true!!

- ✗ You can change your mind and ask the police to leave after they arrive and there is a situation.
- ✗ You are in control of your home even if there is a dangerous situation in progress in your home and the police have arrived.
- ✗ You have final say in the treatment of the patient. You can tell them where they must take the patient.
- ✗ You can accompany the patient in the police car.
- ✗ The police do not need to give you their information (name, badge number, etc.)
- ✗ The police have to listen to you even if you are being abusive.
- ✗ Police want to hear a long history of the patient

What to Say to Police

- Do not ask them to leave your loved one alone or ask them to please leave.
- Once 911 has been called and officers arrive on the scene, you don't control the situation.
- Remember to:
 - Remain calm & explain that your loved one is having a mental health crisis.
 - Ask for a Crisis Intervention Team (CIT) officer, if available.
- Police will ask:
 - Your name
 - The person's name, age, description, & current location
 - Whether the person has access to a weapon
- Information you may need to communicate:
 - Mental health history, diagnosis(es), medications (missed), & ACT or clinical team.
 - Contributing factors (i.e. current stressors)
 - Suicide attempts, current threats
 - Prior violence, current threats
 - Drug use
 - What has helped in the past
 - Any delusions, hallucinations, loss of touch with reality.



Psychiatric urgent care centers:

- Connections AZ Urgent Psychiatric Care Center (UPC)
1201 S. 7th Ave. Phoenix, AZ 85007
602-416-7600
- RI International Recovery Response Center (RRC)
11361 N. 99th Ave. Peoria, AZ 85345
602-650-1212, press 2
- Community Bridges Community Psychiatric Emergency Center (CPEC)
358 E. Javelina Ave. Mesa, AZ 85210
1-877-931-9142
- Observation Services for Children and Adolescents (OSCA)
St. Luke's Behavioral Health Center
1800 E. Van Buren St. Phoenix, AZ 85006
602-251-8535

RHBA- Mercy Care Grievance and Appeals
If you prefer to file your grievance in writing,
please send your complaint to:

Mercy Care Grievance System Department
4500 E. Cotton Center Blvd.
Phoenix, AZ 85040
602-586-1719 or 1-866-386-5794
Fax: 602-351-2300