

Emergency Situations

EMERGENCY	911
Non-Emergency	(503) 823-3333
Mult. Cty. Crisis Line	(503) 988-4888

When to call 911

- **LIFE THREATENING SITUATIONS**
- **Crimes in progress**
- **Situations where police, fire, or medical is needed immediately**

Calling 911

You will speak with a dispatcher who will send the appropriate emergency response for your specific situation.

It is important to give the dispatcher **as much information about the situation/person, as possible.**

The more information you give when calling, the more prepared all responders will be.

Key information to give the dispatcher:

- **Is anyone in immediate danger?**
- **Is anyone injured?**
- **Where are you, and where is the person you are calling about?**
- **Does the person have, or appear to have a mental illness diagnosis?** If you know the person has a mental illness, you can ask the dispatcher for **ECIT Police Officers** to respond, if available.
- **Does the person have a weapon or have access to any weapons?**
- **Is the person actively threatening themselves or someone else?**

About NAMI Multnomah

NAMI Multnomah's mission is to improve the quality of life for people with mental health challenges and their families through support, education and advocacy.

Regardless of race, age, religion or economic status, **mental illness impacts the lives of at least one in four adults and one in 10 children across the United States.**

People living with mental health challenges need help and hope; we need a community that supports us, our families and our recovery.

NAMI Multnomah educates people in the Portland metro area about mental health issues. We hold regular educational events, weekly support groups, and quarterly classes to help individuals and families better understand how to live with mental health challenges, begin the process of recovery, and sustain wellness.

Contact NAMI Multnomah

NAMI Multnomah
524 NE 52nd Avenue
Portland, OR 97213
(503) 228-5692
www.namimultnomah.org



Working with the Police in Emergency Situations



Urgent Care or Crisis?

If your family member/friend or loved one is at risk of hurting him or herself or someone else, and you, your family and friends **do not have the skills and resources needed** to help them cope with explosive (or implosive) emotions and unmanageable behaviors in a way that **keeps themselves and others safe**, **YOU ARE IN A CRISIS SITUATION.**

Warning Signs – This is not a complete list, and the presence of any single symptom listed below does not in itself constitute an imminent danger, however observing more symptoms and noting the intensity and duration of their presence **may signal the need for intervention and treatment:**

- Inability to cope with daily living activities
- Restless and pacing
- Irritable and/or abusive
- Suicidal thinking or talking
- Homicidal thinking or talking
- Hopelessness, excessive fear, worry, or anxiety
- Communicating in a non-lucid way or Disturbance in ability to communicate
- Extreme mood swings
- Angry outbursts
- Racing thoughts, talking too fast
- Alcohol or substance use
- Inappropriate sexual behavior
- Believing others are plotting against them
- Grandiosity – thoughts of unrealistic power, importance, or ability
- Seeing or hearing things that others don't see or hear

Portland Police Bureau Resources



Crisis Intervention Trained Officers

All officers in the Portland Police Bureau receive 40 hours of Crisis Intervention Training (CIT).

Officers may also volunteer to receive additional training and become part of the:

Enhanced Crisis Intervention Team

(ECIT) - Officers respond to behavioral crisis calls to identify risks, assist in de-escalating the person in crisis and connect the person to community resources.

Behavioral Health Unit (BHU)

The mission of the Behavioral Health Unit is to coordinate the response of law enforcement and the behavioral health system to aid people in behavioral crisis, resulting from known or suspected mental illness or drug and alcohol addiction.

BHU Response Team (BHRT)

BHU Response Teams consist of a police officer and a licensed mental health clinician designated to conduct follow up to connect people having frequent police contact to appropriate community resources

Community Resources

Multnomah County Crisis Line

The Mental Health Call Center is staffed 24 hours a day, seven days a week by a highly-educated, well-trained staff. **(503) 988-4888**

- Crisis counseling by phone
- Services for non-English speakers
- Help finding mental health providers
- Referral to low-cost or sliding-scale agencies

Cascadia's Project Respond

- Mobile mental health crisis response team that provides crisis intervention 24/7 through the Multnomah County call center.
- This team serves individuals and families experiencing mental health emergencies, as well as provide brief follow up and referrals after a crisis to ensure resolution.
- Contact by calling the Multnomah County Crisis Line **(503) 988-4888**

Urgent Walk-in Clinic

- Service that relieves pressure on hospital acute-care systems by assisting those in crisis before they need to go to the emergency room.
- The clinic provides counseling, referrals, and medication-gap prescribing.

Urgent Walk-in Clinic Information

4212 SE Division St., Suite 100,
Portland, OR 97206
(503) 963-2575
Open 7 days a week,
7:00 am-10:30 pm