

When a mental health crisis occurs, family and friends often don't know what to do. The behaviors of a person experiencing a crisis can be unpredictable and can change dramatically without warning. If you are worried that someone is in or nearing a mental health crisis...

Seek Help

Start a conversation with **be nice**.

Notice the Warning Signs

- Inability to cope with daily tasks
- Rapid mood swings
- Increased agitation
- Risky thoughts or behaviors
- Out of touch with reality
- Isolation from school, work, family, friends
- Suicidal, homicidal, or other violent thoughts or actions
- Planning for death such as giving away possessions

Invite yourself to have a conversation about your concerns. "I'm concerned about you."

Challenge the stigma - communicate important resources located in this brochure. "There is help available."

Empower yourself with the knowledge that you can have a positive effect on how someone thinks, acts, and feels.

Hospital Emergency Departments

- **Mercy Health Saint Mary's**
200 Jefferson Ave. SE, Grand Rapids
- **Metro Health Hospital - U of M Health**
5900 Byron Center Ave. SW, Wyoming
- **Spectrum Health Butterworth Hospital**
100 Michigan St. NE, Grand Rapids
- **Spectrum Health Blodgett Hospital**
1840 Wealthy St. SE, Grand Rapids
- **Helen DeVos Children's Hospital**
100 Michigan St. NE, Grand Rapids

Helplines: Free and Confidential Support

- **National Suicide Prevention Lifeline**
1-800-273-8255
- **National Texting Helpline**
TEXT: "TALK" to 741741
- **Veterans Texting Helpline**
TEXT: 838255
- **En Español**
1-888-628-9454

Para obtener asistencia en español durante las 24 horas

Local Resources

- **Network180 Access Center**
616-336-3909 or 1-800-749-7720 (*toll free*)
790 Fuller Ave. NE, Grand Rapids
- **Mobile Crisis Response Team**
616-333-1000
- **Forest View Hospital Assessment & Referral Center**
1-800-949-8439 (*toll free*)
1055 Medical Park Dr. SE, Grand Rapids
- **Pine Rest Admissions & Psychiatric Urgent Care Center**
616-455-9200
300 68th Street SE, Grand Rapids
- **United Way's 2-1-1**
Comprehensive information and referral service
Call 2-1-1 or 1-800-887-1107 **or**
TEXT: Your zip code to 898211
- **be nice.**
Mental Health Foundation of West Michigan
Mental Health & Suicide Prevention Education
www.benice.org

Mental Health Crisis

How to get help

Warning Signs & Resource Guide for Kent County



Mental Health CHIP Workgroup
Suicide Prevention Coalition

Do you need emergency assistance?

Is the person in danger of hurting themselves or others?

Serious or Life-Threatening Conditions

Children and Adults

- Extreme agitation & resistant to treatment of mental health symptoms.
- First time experiencing severe psychiatric symptoms.
- Self harm occurred & requires treatment.
- Experiencing suicidal or homicidal thoughts with a plan and intent to act.
- Individual intoxicated or impaired from substance use.

Call 911 or Go to the hospital Emergency Department (ED)

- Explain that the person is experiencing a mental health crisis
- Explain the nature of the emergency & your relationship to the person.
- Ask for law enforcement assistance if necessary.
- Ask for ambulance if overdose or suicide attempt.

Treated by ER Doctor and Assessment from Social Worker

- Sent to Mental Health Hospital OR
- Given Referral for Outpatient Services or Primary Care.
- Resources provided.

Do you have time to call for guidance and support?

Person is likely a risk to self or others

- Self harm thoughts or actions
- Inability to keep self safe
- Risky thoughts or behaviors

Decide what action to take from options below

Medicaid or Uninsured Children and Adults

Go to Network180 Access Center or call
(616) 336-3909
or **1-800-749-7720**

Assessment Completed

What's Next?

Sent to Mental Health Hospital or Crisis Residential Unit *(may be sent to Hospital Emergency for medical clearance first)*

or

Given Referral for Partial Hospitalization Program or Outpatient treatment.

Commercial Insurance or Medicare Children and Adults

Call the Mental Health Hospital Forest View
1-800-949-8439
or Pine Rest
(616) 455-9200
OR go to Network180 Access Center or call
(616) 336-3909
or **1-800-749-7720**
with questions.

Assessment Completed

What's Next?

Sent to Mental Health Hospital, Pine Rest Psychiatric Urgent Care or Crisis Residential Unit *(may be sent to Hospital Emergency for medical clearance first)*

or

Given Referral for Partial Hospitalization Program or Outpatient treatment.

Mobile Crisis Response Team Children and Adults

Call Mobile Crisis Response Team,
(616) 333-1000,
HOURS: Mon thru Fri 9am - 11pm
Sat & Sun 11am - 9pm.
After hours,
call Network180's Access Center:
(616) 336-3909 or **1-800-749-7720**

Counselors assist by phone or can make visit wherever help is needed. A parent must be present when working with children.

What's Next?

Medicaid: Counselor can authorize Inpatient, Partial, or Outpatient mental health treatment.

Commercial: Counselor will make recommendations for treatment.

Parent or guardian must contact mental health hospital or outpatient provider and insurance for approval.

Suicide Prevention Lifeline Children and Adults

If someone is having suicidal thoughts
CALL: **1-800-273-8255** or
TEXT: "TALK" to 741741
Veterans Crisis TEXT: 838255
Help is available 24/7
En Español **1-888-628-9454**

**Speak with lifeline staff member OR
Speak to Mental Health Clinician at Network180 OR
Connect with 911**