

Sample 911 Call Script for a Behavioral Health Crisis – Brookline

Hi, my _____ (son/daughter/husband/neighbor, etc) is having a mental health (or substance use) emergency. He/she is ____ years old.

Please send a Crisis Intervention Team officer to _____ (address).

(Brief description of the problem; e.g. person is destroying the house, talking about or attempting suicide, not breathing): _____.

(If applicable): My safety concerns are: _____.

He/she _____ [does/does not] have a weapon.

He/she [does/does not] have a medical condition: _____ (name of medical condition).

There are _____ (how many?) other people present (family members, etc).

(If applicable): There are ____ (how many?) children present.

If possible, please tell the responding officers:

- To come without lights and sirens
- Not to bring the fire department