

Crisis Resource Guide



“My child has an intellectual or developmental disability and needs mental health support. What do I do when he or she gets out of control?”

This guide was created to help you determine what services are appropriate for your son or daughter during times of crisis.

Created by University of Colorado School of Medicine JFK Partners and LEADS Programs

It is difficult to predict when a mental health crisis will occur.

You, as a family member, probably are very familiar with the warning signs and triggers for your son or daughter.

However, sometimes there are no warning signs, or other circumstances make you less able to handle the crisis at hand.

This is expected. There will be times that you and your family need extra help.

It is important to have a Crisis Plan for support during those out of control moments.

Plan your next steps. Know who to contact, when to do so, and what to bring as the situation requires.

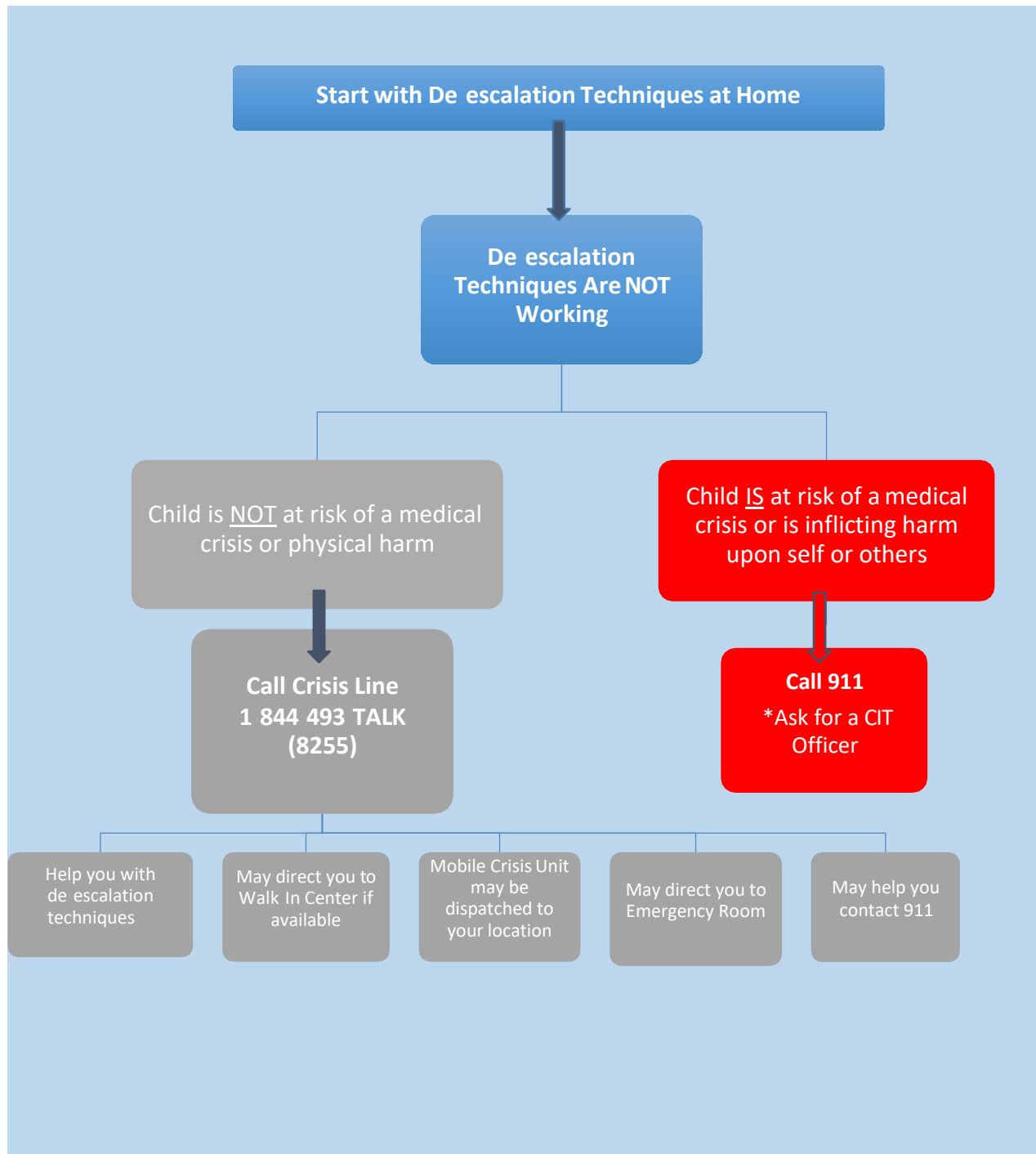
It certainly feels overwhelming. This guide was created for you, with your son or daughter's needs in mind. Use these resources to create your own Crisis Plan that works best for your family.

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Have a Crisis Plan Ready?

Here is one example of how to utilize your resources!
Place this, or your own plan, in a place that is visible and easy to reference.



Crisis Line

Call: 1-844-493-TALK (8255)

Text: Text 'Talk' to 38255

Online Chat: coloradocrisisservices.org

The **Crisis Line** is a way to get in immediate contact with trained professionals during a behavioral health crisis.

It is free.

Anyone can contact the crisis line, including family members or others that need support during the crisis.

Personnel are trained to provide support, help with de-escalation techniques, and identify helpful resources for your family.

Call, text, or chat online.

Call or text available 24 hours a day, every day of the year.

Online Chat only available 4pm-12pm, 7 days a week.

Translation services are available for the call option **ONLY**.

What kinds of questions will they ask?

Although you may remain anonymous, they will ask you:

- Your Name
- Your Phone Number
- Your Zip Code
- About thoughts of suicide

The person answering will also want to know specifics of the situation. This information will be saved, so if you need to call again, they will have a better understanding of how to help you.



When do I call/text/chat the Crisis Line?

If calling someone for support would be helpful,
OR if there is no Walk In Center nearby,
OR if it is unsafe to bring your son or daughter to another location.

Crisis Line Continued

Can I call here in a time of calm?

Yes! It is recommended! If possible, the Crisis Line would like to know how to help your son or daughter in a time of calm, before you use the service.

- Tell the Counselor, **“I am not in a crisis right now, but we would like to use the Crisis Hotline in the future. I would like to tell you a few things about my child that would help prepare you for a time when I/he/she would call.”**

Read and discuss your Crisis Plan over the phone, or email a copy of your Crisis Plan to crisisline@rmcrisispartners.org before you call.



If you do not have a written Crisis Plan, here are some things they will likely want to know about your son or daughter:

- Diagnoses
- Medications
- Common Triggers for Crises
- Typical Behaviors in a Crisis
- Helpful Coping Skills
- De-escalation Techniques Used At Home

This information can be accessed by a counselor if you call, text, or chat in the future.

What if I need more help than just a voice on the phone?

They can point you to the nearest Walk-In Center or Emergency Department, or possibly send a **Mobile Crisis Unit** to you.

- A **Mobile Crisis Unit** can be sent to any location to help de-escalate the situation. A Mobile Crisis Unit will not be sent if the individual is being physically violent.

This service does not replace 911. Do NOT Call the Crisis Line if:

Your son or daughter is in imminent danger.
He or she is threatening harm to themselves or someone else.
He or she or has a medical emergency.

Walk-In Centers

A **Walk-In Center** provides face-to-face contact with trained professionals.

They provide support, resources, and referrals for your son or daughter's crisis.

No appointment is necessary. Most Walk-in Centers are open 24/7. Check the hours of the one nearest to you.

Bring your Crisis Plan! They cannot save one at the facility until your son or daughter has been seen there before.

What does it cost?

Services are provided regardless of ability to pay. If you have private insurance, you may get a bill for a co-pay.

Can children be seen here?

Yes, all ages are welcome. Children less than fifteen years old need to be accompanied by their legal guardian.

Why is this sometimes better than going to the Emergency Department?

It is less expensive.
They are well trained in mental health crises.
They can help you with de-escalation techniques.

Do not go here and go to the Emergency Department, if:

Your son or daughter is physically violent.
There is a medical emergency.
He or she needs medication.



Can I go here if my son or daughter is violent or physically combative?

No. They can only provide hands-off interventions and may need to call the police.

Can I go here in a time of calm to introduce my son or daughter to the Center?

Yes! Please visit a Walk-In Center location in a time of calm and ask for a tour. You and your family can see what the center looks like, maneuver parking, and meet staff members. This process could help your son or daughter get more comfortable in the environment and will help you navigate the center during an actual crisis. During this time, if staff are available, ask questions about your son or daughter's specific needs.

When do I go to a Walk inCenter?

When your de-escalation techniques at home are not working,
AND removing your son or daughter from the situation would be possible and helpful,
AND he or she is not physically violent.

Walk-In Center Locations

Metro Denver Region

| Name | Address | Location |
|----------------------------|-------------------------------|-----------------------|
| Westminster Walk-In Center | 2551 W. 84 th Ave. | Westminster, CO 80031 |
| Wheat Ridge Walk-In Center | 4643 Wadsworth Blvd. | Wheat Ridge, CO 80033 |
| Littleton Walk-In Center | 6509 S. Santa Fe Drive | Littleton, CO 80120 |
| Boulder Walk-In Center | 3180 Airport Rd. | Boulder, CO 80301 |
| Denver Walk-In Center | 4353 E. Colfax Ave. | Denver, CO 80220 |
| Aurora Walk-In Center | 2206 Victor St. | Aurora, CO 80045 |

Northeast Region

| Name | Address | Location |
|-----------------------------|--------------------------|------------------------|
| Fort Collins Walk-In Center | 1217 Riverside Ave. | Fort Collins, CO 80524 |
| Greeley Walk-In Center | 928 12 th St. | Greeley, CO 80631 |

Southeast Region

| Name | Address | Location |
|---------------------------------|---------------------|----------------------------|
| Pueblo Walk-In Center | 1310 Chinook Ln. | Pueblo, CO 81001 |
| Colorado Springs Walk-In Center | 115 S. Parkside Dr. | Colorado Springs, CO 80910 |

Western Slope

| Name | Address | Location |
|-------------------------------|--|--------------------------|
| Grand Junction Walk-In Center | 515 28 ³ / ₄ Rd. | Grand Junction, CO 81501 |

It is strongly recommended that you visit your nearest Walk In Center in a time of calm.

A conversation with staff will help you determine what kind of services a specific location can provide for you. Each center may be slightly different. The options they can provide might vary depending on your son or daughter's needs.

The Walk-In Center is your key to accessing other important community resources.

Depending on the severity of the situation, the staff may suggest a stay at a Crisis Stabilization Unit (CSU) or Respite Care.

The **Crisis Stabilization Unit (CSU)** is a place for intensive therapy, medication adjustment, and psychiatric evaluation.

Individuals can typically stay up to 5 days.

Respite care is a way for the individual to get support by staying in someone else's home.

It is not intensive therapy.

Individuals can stay up to 14 days in a facility or receive services in their home.

A parent or caregiver should understand what these resources are, but unfortunately, you cannot request these services directly.

There are specific requirements to be eligible for these services. These are determined by a clinician, and are very dependent on your son or daughter's needs and abilities.

The facilities are not typically equipped to deal with extra medical needs. The individual admitted must have the capability of performing their own Activities of Daily Living (ADLs) independently or with minimal assistance (like verbal prompting).



When might a clinician consider a Crisis Stabilization Unit or a Respite Care Facility?

If your son or daughter does not stabilize after visiting a Walk In Center,
AND if he or she can perform their daily activities independently,
AND if he or she does not require extra medical attention.

Accessing Emergency Services: Calling 911



In a time of calm:

Smart 911:

When you call 911 from a cell phone, the person answering only gets a small amount of information about you.

Create a profile at **Smart911.com** for you and your family members that is free, private, and secure. This profile will display on the dispatcher's screen when you call 911. The goal is to make emergency responders aware of medical needs, disabilities, or special communication needs.

- Use your zip code on the website to see if it is available in your area!

Registry for Denver Special Needs Residents:

This is a confidential way to give responders advance medical information about your son or daughter's medical needs. Denver residents only. Search for 'Special Needs Registry' at denvergov.org.

In a crisis:

What do I say?

- Give your location.
- Describe the situation.
- Tell them that this is a mental health crisis.
- Ask for a Crisis Intervention Trained (CIT) Officer.
 - A **CIT Officer** is a police officer that has been specially trained to assist people with mental illness.

Did you know you can email or text Denver 911 if you are deaf or hard of hearing?

Email: Denver911@denvergov.org

Text: (303) 513 6909
(720) 491 0866
(720) 723 8911

When do I call 911?

If your son or daughter is violent, combative, or harming him/herself or others,
OR if he or she has urgent medical needs in addition to the mental health crisis,
OR if you suspect he or she needs to be admitted to the hospital.

What to Bring When You Leave: A Crisis Kit

It will be helpful to have a pre-made crisis kit that you can easily grab in the event of a crisis.

Important things to consider including in this kit:

Important Documents:

- Identification (IDs)
- Copy of insurance card
- Copy of Crisis Plan and Quick Hand-off Form
- List of Medications

*If you are not the legal guardian, bring Consent to Treat form signed by Legal Guardian.

De-escalation/Coping Tools:

- Book, toy, or music
- Sensory or Mindfulness Tools
 - Ex. Brushes, Squeezy Balls, etc.

Basic Supplies for Trip Out of the House:

- Change of clothing
- Snacks
- Basic hygiene supplies



You Have Options!

Know the resources available.

Each of the resources discussed in this guide are best utilized during different phases of your son or daughter's crisis.

Crisis Begins:

No Outside Help Necessary

De-escalation Techniques at Home
(Found in your Crisis Plan)



Escalation:

De-escalation Techniques NOT Working and Family Needs Outside Help

Travel to Walk-In Center

Colorado Crisis Line

- Call 1-844-493-TALK (8255)
- Text 'TALK' to 38255
- Online Chat at coloradocrisiservices.org

Call Emergency Contacts

- Family
- Friends
- Medical Professionals



Emergency:

Individual is Inflicting Harm on Self or Others OR Medical Emergency is Imminent

Call 911

- Ask for a CIT Officer

Travel to Emergency Room

- Bring Your Crisis Kit

Suggested Next Steps:



Create Your Crisis Plan



Create Crisis Kit



Call Crisis Hotline to discuss your Crisis Plan



Visit nearest Walk-In Center to get acquainted with the building and staff



Set Up Smart 911 Account and/or Special Needs Registry Account

Remember, no crisis is too small, and every family has unique circumstances that make their crises look different.

If you are feeling overwhelmed, get the help you need.

These resources are not just for your son or daughter.

Each of these resources, including the Walk In Centers and Crisis Line, are well equipped to help support you as a parent, caregiver, or family member.

For questions about these resources:

Contact Cordelia Robinson Rosenberg PhD, RN_
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