



The following document is a reference guide you may use when you feel like your child may be facing a potential mental health emergency. Below are some safety risk indicators that may lead to major warning signs.

As you use this tool, please look for patterns and an accumulation of symptoms and/or behaviors, in order to figure out the best next steps for your child and family. **If you believe that your child is an imminent threat to themselves or others, please call 911 immediately or go to the nearest emergency room.**

Safety Risk Indicators

Imminent:

Psychological:

Physical:

Academic:

Social Media/Online Presence:

Who to Contact

During School Hours (Monday-Friday, 8:30AM-4PM)

Outside of School Hours

Welfare Check Script

PAPD (Immediate Emergency or Elevated Mental Health Concern)

Uplift [Santa Clara County Residents] (Elevated Mental Health Concern, not Immediate Emergency)

SMART Car [San Mateo County Residents] (Immediate Emergency or Elevated Mental Health Concern)

San Mateo County Medical Center Consultation [San Mateo County Residents] (Elevated Mental Health Concern, not Immediate Emergency)

What to expect when going to the emergency department (ED) for a psychiatric concern

The emergency department: what to expect when you go

What will happen in the emergency department?

List of several local emergency departments:



Safety Risk Indicators

Be aware of the following indicators of distress. Look for groupings, changes in behavior, frequency, duration, and severity not just isolated symptoms.

1. Imminent:

- a. Unprovoked anger
- b. Implying or making a direct threat to harm self or others
- c. Self-disclosure of contemplating suicide
- d. Schoolwork dominated by themes of excessive hopelessness, rage, worthlessness, isolation, suicidal ideation, violent behaviors

2. Psychological:

- a. Self-disclosure of personal distress such as family problems, grief, major life change, etc.
- b. Disproportionate emotional responses
- c. Excessive tearfulness, irritability, or apathy
- d. Panic reactions
- e. Expression of concern about your child from their peers
- f. Appearing "shut down" or "spaced out" when you engage with them
- g. Deep existential thinking (feeling hopeless, without purpose)

3. Physical:

- a. Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain
- b. Excessive fatigue/sleep disturbance
- c. Behavior is out of context or bizarre
- d. Cuts, bruises, or other injuries
 - i. Increased, excessive, or new/fresh marks related to non-suicidal self harm
 - ii. Changing location on body of non-suicidal self harm
- e. Disoriented or "out of it"
- f. Unusual speech patterns
- g. Paranoia



4. Academic:

- a. Disconnection or social withdrawal
 - i. Minimally or nonresponsive to outreach from teachers/support staff
- b. Sudden decline in quality of work and grades
- c. Repeated absences
- d. Disorganized performance
- e. Bizarre content in writings or presentations
- f. Not logging on or completing homework (if in remote learning)
 - i. Consistently have camera off and not engaging in classwork

5. Social Media/Online Presence:

- a. Posting captions/using hashtags or emojis that are overtly sad or negative
- b. Liking or “following” posts/accounts that encourage or promote negative behaviors
- c. Writing posts or comments that show impulsive behavior, irritability, hostility, or indicate insomnia
- d. Private/Direct messages between your student and their friends about anxiety, depression, or suicidal ideation
- e. Deleting family members from social media accounts that family members previously had access to

Who to Contact

1. During School Hours (Monday-Friday, 8:30AM-4PM)

- a. Yes, Imminent Threat (Student is an active risk to themselves or others)
 - i. Call 911, 988, or local police department to initiate the welfare check
 - ii. Please reach out to your child's school counselor, after the welfare check, to inform them of the active situation
 - iii. You may reach out to main office or school administrators for additional support as well
- b. No, Not imminent, but there are ongoing concerns
 - i. Please reach out to your child's school counselor to discuss ongoing concerns and potentially request a risk assessment
 - ii. School administration can be an additional layer of support if needed as well
- c. Maybe, There is a possibility student mental health emergency



- i. Call 911 or local police department to initiate the welfare check
- ii. Please reach out to your child's school counselor, after the welfare check, to inform them of the incident
- iii. You can also reach out to the main office or school administrators as needed as well

2. Outside of School Hours

- a. If you feel that your student or one of your student's friends is at risk outside of school hours, please err on the side of caution, and call 911 or your local police department to initiate a welfare check
- b. If you are unsure of the level of risk and want to consult with a mental health professional:
 - i. For 24/7 Consult Support - Santa Clara Residents: Uplift Mobile Crisis (408) 379-9085
 - ii. San Mateo Residents: San Mateo Medical Center Psychiatric Emergency Services, 650-573-2662, or Mills-Peninsula Medical Center Psychiatric Emergency Services at 650-696-5915

Welfare Check Script

1. PAPD (Immediate Emergency or Elevated Mental Health Concern)

- a. "I am calling to request a welfare check for my child, because I am concerned that they are a danger to themselves (or others) ..."
 - i. If your child's friend is posing a danger to themselves or others you can also call for a welfare check! You can choose to check in with the child's parents/guardians as well, if you have their contact information
 1. When calling for the welfare check: " I am calling to request a welfare check for (insert child's name) because I have been made aware that they could be a danger to themselves (or others)..."
 2. They will then ask you for all the following information detailed in the script
- b. Share name, phone number, current location, and that you are the parent/guardian/caregiver
- c. Reason for concern (detailed interaction, what was said, if any actions were taken)
- d. Full name of the child
- e. Birthdate
- f. Address (the address of where the child is currently located)



- g. The Child's cell phone number
- h. Your name and phone number
- i. The child's general physical description (height, weight, hair color, skin color, last known clothing)
- j. Last known direction/last known location
- k. Time frame (When did the concerning incident occur? How long has it been since you have seen them?)
- l. Picture (if officer comes to see you)
- m. Please take a photo of any relevant content that you think may support the police
 - i. If your student has text messages from a friend in need of support or there are social media posts that could support the police is understanding more about the student's state of mind

2. Pacific Clinics [Santa Clara County Residents] (Elevated Mental Health Concern, not Immediate Emergency)

- a. When you call Uplift (Pacific Clinics) Mobile Crisis at 408-379-9085, you will be greeted by a mental health tech
- b. They will ask you, "Do you have an adolescent/child in crisis?"
- c. Next they will ask you for the child's name and contact information for yourself (or for the family, if it is your child's friend)
 - i. If you would like to get a call back from them to confirm that someone is going out to check in the family of your child's friend, you can leave your contact information
 - ii. You can also just provide contact information for the family and leave them with details of your concern
- d. The mental health tech will then reach out to the clinical team and they will get back to you via phone
- e. If you do not hear back from the clinical team within 10-15 minutes call 408-379-9085 again and let them know you are awaiting a message from them
- f. Next steps will then be a phone consultation with the clinical team member and they will determine if it is necessary to come out to your location
- g. If needed, they will come out to you and your student, and will go through a risk assessment to determine what is needed to maintain safety of your child
- h. Finally, they will decide if you will create a safety plan and the student will remain at home, or if emergency care is needed and your child will be transported to the hospital for more care.

3. SMART Car [San Mateo County Residents] (Immediate Emergency or Elevated Mental Health Concern)

- a. "I am calling to request a SMART Car welfare check for my child, because I am concerned that they are a danger to themselves (or others) ..."



- i. If your child's friend is posing a danger to themselves or others you can also call for a welfare check. You can choose to check in with the child's parents/guardians as well, if you have their contact information
 1. When calling for the welfare check: " I am calling to request a welfare check for (insert child's name) because I have been made aware that they could be a danger to themselves (or others)..."
 2. They will then ask you for all the following information detailed in the script
 - b. Share name, phone number, current location, and that you are the parent/guardian/caregiver
 - c. Reason for concern (detailed interaction, what was said, if any actions were taken)
 - d. Full name of the child
 - e. Birthdate
 - f. Address (the address of where the child is currently located)
 - g. The Child's cell phone number
 - h. Your name and phone number
 - i. The child's general physical description (height, weight, hair color, skin color, last known clothing)
 - j. Last known direction/last known location
 - k. Time frame (When did the concerning incident occur? How long has it been since you have seen them?)
 - l. Picture (if officer comes to see you)
 - m. Please take a photo of any relevant content that you think may support the police
4. **San Mateo County Medical Center Consultation [San Mateo County Residents] (Elevated Mental Health Concern, not Immediate Emergency)**
 - a. You can call [San Mateo Medical Center](#) Psychiatric Emergency Services at 650-573-2662 for consultation
 - i. They cannot come out to your location, but they can talk through your current situation and give you next best steps for managing the potential mental health crisis
 - b. You can call [Mills-Peninsula Medical Center](#) Psychiatric Emergency Services at 650-696-5915 for consultation
 - i. They cannot come out to your location, but are available for consultation over the phone



What to expect when going to the emergency department (ED) for a psychiatric concern

There are many reasons to utilize an emergency department, from a broken bone to flu symptoms to psychiatric concerns such as suicidal thoughts or even drug intoxication. The following contains some information about what to expect when going to the emergency department to help families understand the process a little better.

1. The emergency department: what to expect when you go

- a. Emergency departments are facilities that are designed to handle a huge variety of incoming problems quickly and safely. Because of their emergency nature, they can at times be pretty chaotic with people coming in with all kinds of problems.
- b. Because of this, security is very important and usually includes such things as metal detectors and security guards present in the patient areas. This is to help keep everyone safe.
- c. Children are allowed to be with their parents and this is almost always encouraged unless there is a specific reason that they need to be separated such as briefly during interviews to give everyone in the family privacy to speak with the staff.
- d. Even if a child is transported to the emergency department by ambulance or some other way, it is important for parents to go in order to help provide more information to the team and to help comfort their child.

2. What will happen in the emergency department?

- a. Typically, you will first be seen by a nurse, then by the emergency department physician who will do a brief evaluation and assessment. Every emergency department should be capable of gathering information on any presenting problems (includes psychiatric ones) and to provide help.
- b. The emergency department team will then either be able to help with the problem or, often, will bring in specialists such as psychiatrists, psychologists, social workers and/or nurses to help in the evaluation and treatment plan.
- c. Following evaluation (which can take variable amounts of time depending on the complexity of the problem) the team will then present a plan to you and your loved ones.
- d. For psychiatric problems this could include anything from referrals for community resources, information about diagnoses or treatment options or follow up plans including admission to the hospital if there is a safety concern.

3. List of several local emergency departments:

- a. **San Mateo Medical Center Psychiatric Emergency Services:** [222 W 39th Ave, San Mateo, CA 94403](#)



- b. **Sequoia Hospital Emergency Room:** [170 Alameda de las Pulgas, Redwood City, CA 94062](#)
- c. **Stanford Pediatric Emergency Department:** [900 Quarry Rd Ext, Palo Alto, CA 94304](#)
- d. **El Camino Hospital Emergency Room:** [2500 Grant Road Entrance on, South Dr, Mountain View, CA 94040](#)
- e. **Santa Clara Valley Medical Center *Emergency Psychiatric Services*:** [871 Enborg Ct, San Jose, CA 95128](#)
- f. **Pacific Clinics: *Crisis Stabilization Unit*:** [251 Llewellyn Ave, Campbell, CA 95008](#)
- g. **Kaiser Redwood City:** [1100 Veterans Blvd, Redwood City, CA 94063](#)

Please note, you should only transport your child to an emergency room if you feel able to keep yourselves and them safe during transport. If there is any reason for concern (such as physical aggression), you should instead call 911/EMS to help with safe transport.