



Detroit Wayne Integrated Health Network

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

FAX: (313) 833-2156
TTY: 711

What to do when a person is experiencing a mental health crisis

If someone is displaying changes in behavior that may indicate an impending crisis, see warning signs below:

- Inability to cope with daily tasks
 - Not taking care of personal hygiene
 - Not eating or eating too much
 - Sleeps longer or refuses to get up
 - Can't sleep
- Rapid mood swings
 - Increased energy level
 - Pacing
 - Suddenly depressed/withdrawn
 - Suddenly happy/calm after period of depression
- Talking very rapidly or non-stop
- Medication changes may be a trigger with consumers trying to adjust
- Confused thinking or irrational thoughts
- Thinking everyone is out to get them or seeming to lose touch with reality
- If they are experiencing hallucinations or delusions
- Making threats to others or themselves
- Isolating themselves from friends and family, not coming out of their room
- Rapid weight loss or gain
- Suicidal thoughts and statements such as "I want to die" or even possible vague statements such as "I don't want to be here anymore"

What are my Options?

Review the person's crisis plan:

- Begin to implement activities in the plan based on what has been documented.
- Inform other staff in the home that the person's crisis plan needs to be executed and put everyone on alert.
- If the person is unable to be stabilized according to their crisis plan, determine other actions as listed below:
- The community mental health (CMH) provider should be called. If not available, the crisis services listed below are available 24 hours a day, 7 days a week:
- If you have concerns about the person and are not sure who to call, call the crisis line for assistance.
- Revise current crisis plan.

Be sure to document activities during the crisis and be sure to inform the person's CMH Provider



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Call the DWIHN Crisis Line (1-800-241-4949):

- If the person seems to be escalating into a crisis.
- If the person needs to or request to speak to a mental health professional
- If person refuses to get on the line, staff can speak with the mental health professional for support with stabilizing the crisis.

The Crisis Line has master's level clinicians that will attempt to de-escalate the crisis. They may warm transfer a call from an AFC home to DWIHN Mobile Crisis Units. The crisis line may also determine that they need to facilitate a call to 911. Be sure to document activities once crisis has ended and be sure to inform consumers CMH Provider

Call DWIHN Mobile Crisis Stabilization (844)462-7474:

The DWIHN Mobile Crisis Stabilization Unit can deploy trained clinicians to the scene of a crisis to assist in de-escalation, service connection, and resource provision should there be no immediate safety concerns 24/7, 365. Should there be significant safety concerns, contact 911.

For Adult Foster Care (AFC) Homes - Call DWIHN Mobile Crisis Stabilization Unit (above)

- If staff are unable to de-escalate the person via crisis plan or crisis line call
- If the person has refused medications over the last 24-48 hours and may not be able to immediately see their outpatient provider.
- If the person is having difficulty completing normal activities and it appears as if it may escalate to a crisis.
- If person begins to display behaviors that previously resulted in a visit to the emergency department
- If person has been to the emergency department for behavioral health services within the last 30 days
- If the person has experienced a crisis related to substance abuse.

Be sure to document activities during the crisis and be sure to inform the person's CMH Provider

For Crisis Stabilization Units (CSUs) who provide 24/7 walk-in crisis stabilization

- **Team Wellness West:** 34290 Ford Rd. Westland, MI 48185 (313) 969-5387, current 4 bed capacity
- **Team Wellness East:** 6309 Mack Detroit, MI 48207 (313) 969-5387, current 16 bed capacity.
- **DWIHN Care Center:** 707 W. Milwaukee Detroit, MI 48202 (313) 989-9444.



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For Children Only, Call the Crisis Options below:

- If the child cannot be de-escalated via crisis plan or crisis line call
- If the child has refused medications over the last 24-48 hours and may not be able to immediately see their outpatient provider.
- If the child is having difficulty completing normal activities and it appears as if it may escalate to a crisis.
- If the child begins to display behaviors that previously resulted in a visit to the emergency department
- **New Oakland Family Centers:** Intensive Crisis Stabilization Services (ICSS) hotline: (877)800-1650. Trained clinicians that can come to the site of the crisis or help to provide resources/navigate next steps.
- **DWICH Crisis Care Center:** 707 W. Milwaukee Detroit, MI 48202 (313)989-9444 Walk-in crisis stabilization services for **adults and children** 24/7, 365. Assessments for higher levels of care, service connection.
- **Call DWICH Mobile Crisis Stabilization (844)462-7474:** The DWICH Mobile Crisis Stabilization Unit can deploy trained clinicians to the scene of a crisis to assist in de-escalation, service connection, and resource provision should there be no immediate safety concerns 24/7, 365. Should there be significant safety concerns, contact 911.

Call 911:

- *If person is experiencing a medical emergency*
- *If person has attempted suicide*
- *If person has made suicidal or homicidal threats*
- *If person has destroyed property*
- *If person is a behavioral threat*



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