

## Ways to Help During an Emergency

### Do

- **Check for danger** and call for help if needed.
- **Listen without interrupting** and give the person time to respond.
- **Speak calmly** in a quiet voice.
- **Be helpful.** Respond to basic needs and requests.
- **Give clear directions;** one person should talk to prevent confusion.
- **Respond to feelings** rather than content.

### Don't

- **Don't deceive the person.** Dishonesty increases fear and suspicion.
- **Don't touch** the person without asking. For some people, touch may cause fear.
- **Don't whisper, tease, or yell.**
- **Don't stand over the person.** If the person is seated, seat yourself to avoid being perceived as trying to control or intimidate.
- **Don't join into behavior** related to the person's mental illness.
- **Don't contradict** OR reinforce false beliefs (delusions).

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## Tips for Calling 911

- **MAKE IT CLEAR** you are calling about someone having an acute mental illness episode.
- **ASK** who in the department is trained to assist a person having a mental health emergency.
- **DESCRIBE** the behavior you're seeing.
- **EXPLAIN** why you cannot handle the situation yourself.
- **BE VERY CLEAR** you are seeking medical treatment and not arrest.

## Inpatient Treatment Centers

Voluntary or involuntary inpatient admissions require medical clearance through an emergency department or current doctor.

### **Saint Alphonsus Behavioral Health** **208-367-2175**

131 N Allumbaugh St; Boise, ID 83704

### **Allumbaugh House** **208-377-9669**

400 N Allumbaugh; Boise, ID 83704  
Self-referral for detox or provider referral for behavioral health. Person must live in area and have no health insurance. Voluntary admissions only.

### **Intermountain Hospital** **208-377-8400**

303 N Allumbaugh St, Boise, ID 83704

### **Lifeways Hospital** **208-327-0504**

8050 W Northview St, Boise, ID 83704

### **Cottonwood Creek Behavioral Health** **208-202-4701**

## Court Ordered Treatment

If you believe someone you know is gravely disabled or a danger to him or herself or others due to mental illness, you can petition the court to have a person evaluated for involuntary medical care and treatment.

Mobile Crisis Unit (208-334-0808 option 2) can explain, initiate, and expedite this process. Or, if you prefer, you can pick up, fill out, and file a field petition at:

### **Ada County Prosecutor's office** Located in

Ada County Juvenile Court Service  
6300 Denton St, Boise, Idaho 83704  
**208-577-4900**

Monday through Friday  
8:00 am – 11:00 am and 1:00 pm – 3:30 pm

# What to Do in a Mental Health Emergency

**Ada County, Idaho**  
**Boise and surrounding area**

## Call 911 right away if there is danger to yourself or others.

Tell the operator that there is a mental health emergency. Request Crisis Intervention Team (CIT) officers. If in doubt for your safety, get to a safe place. Stay on the phone with the operator.

## Idaho Department of Health & Welfare Mobile Crisis Unit (MCU) 208-334-0808 option 2 24/7

If you are unsure how to handle a mental health condition, the MCU has a 24/7 call center that helps people who need immediate attention (such as a person who may have a plan to hurt someone or themselves) or people who need referrals (such as someone who'd like advice on how to find a provider).

**DISCLAIMER:** The information in this pamphlet is intended ONLY as a resource and does not constitute medical, clinical, or legal advice. NAMI TV and layperson members of NAMI TV attempt to provide relevant information, but neither NAMI TV nor its members makes claims, promises, or guarantees about the accuracy, completeness, or adequacy of the information contained herein. Further, nothing provided herein should be used as a substitute for the advice of clinicians, other professionals, or legal counsel, which may be tailored to the specific circumstances of the individual's needs.

## How to Recognize an Emergency

It can be a hard choice to call for emergency help when someone with a mental illness is experiencing severe symptoms. The decision is difficult when a person's symptoms are first emerging and/or family members and friends are inexperienced. Other times the situation is clearly an emergency. Here are some guidelines.

### The situation is an emergency if you or anyone is:

- Inflicting or attempting to inflict serious bodily harm.
- Attempting suicide or behaving in a manner that shows intention to follow through on verbal threats of suicide.
- Mutilating or attempting to injure him or herself.
- Acutely distressed by hallucinations (seeing or hearing things others do not).
- Acting on delusional thoughts.
- Experiencing uncontrollable anxiety, agitation, or anger.
- Having a severe reaction to psychiatric medication.
- Expressing serious thoughts or making assaultive threats about hurting him or herself or someone else.
- Unable to provide for basic needs and/or unable to keep him or herself safe due to mental health symptoms. Bodily injury, death, or physical debilitation might result without intervention.

**If suicide is a possibility**, remove pills, weapons, and other means. Do not leave person alone. Stay until help arrives.

## Go to Pathways Community Crisis Center: 7192 Potomac Drive; Boise, ID

**Pathways is open 24 hours a day, 365 days a year.** If you feel like you are experiencing a mental health crisis, you can go to Pathways right away. The center is free, safe, confidential, and voluntary. If you would like to call before you go, you can speak to a staff member, but no crisis services are available by phone.....**208-489-8311**

## Go to an Emergency Room

Mental illness is medical illness. A person in crisis can go directly to a hospital's Emergency Department (ED), be evaluated, and referred for treatment.

**Saint Alphonsus Main Campus ED** 1055 N Curtis Rd; Boise, ID ..... **208-367-3221**

**Saint Alphonsus Eagle ED** 323 E Riverside Dr; Eagle, ID..... **208-367-5355**

**St. Luke's Regional Medical Center ED:** 190 E Bannock St; Boise, ID..... **208-381-2235**

**St. Luke's Meridian Medical Center:** 520 S Eagle Rd; Meridian, ID..... **208-706-5000**

## Call for Assistance

**Ada County Non-Emergency Dispatch 24/7** ..... **208-377-6790**

Ask for responders trained to assist a person having a mental health emergency. If the person in crisis displays behaviors that meet legal criteria, the person may be taken to a medical facility for emergency evaluation.

When calling dispatch, first identify yourself.  
Give your phone number. Request assistance.  
Describe specific risk factors in layperson's terms.  
Give the dispatch any information they request.

**Idaho Suicide Prevention Hotline 24/7** ..... **208-398-4357**

**National Suicide Prevention Lifeline 24/7**..... **1-800-273-8255**

You don't have to be suicidal to use a suicide hotline.  
You can call on behalf of yourself or someone you know.

**Idaho Department of Health & Welfare** 1720 N. Westgate Dr; Boise, ID Mon. – Fri., 8 - 5

**Adult Mental Health** ..... **208-334-0800**

**Children's Mental Health**..... **208-334-0981**

**Care Line (2-1-1)**..... **211**

**National Alliance on Mental Illness (NAMI) Boise** ..... **208-801-1609**

Promotes wellness, education, and advocacy for people with mental illness and their families.  
Free support groups. No emergency services.

# Further Resources for Mental Health

Ada County, Idaho  
Boise and surrounding area

## Idaho Department of Health and Welfare Idaho Careline: 211 or 1-800-926-2588

The Idaho Department of Health and Welfare provides mental health services for adults and children throughout Idaho.

## Optum Idaho Member Access and Crisis Line

855-202-0973

For Medicaid Participants

## Veteran's Crisis Hotline 1-800-273-8255; Press 1

## Veteran's Administration 208-422-1000

## Idaho Federation of Families for Children's Mental Health

208-433-8845

704 North 7th Street Boise, ID 83702

This organization provides support for families who need children's mental health services.

## Self Rescue Manual selfrescuemanual.com

Guide to community resources and supports in Ada County in PDF form

## Current Healthcare Provider

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**Disclaimer:** NAMI TV does not recommend, endorse, nor refer to any of the listed providers or services. Always use your best judgment to obtain the quality services needed. NAMI TV does not know which services or providers are appropriate for you or your family member in any particular situation.

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## NAMI Support Groups

**National Alliance for Mental Illness (NAMI)**  
**208-801-1609 (Boise and Treasure Valley)**  
208-242-7430 (Idaho State)

NAMI provides free “Connections” support groups for people who have been diagnosed with mental illness. There are also “Family and Friends” support groups. Schedules are available at [tvnami.org](http://tvnami.org) or call for more information.

## Legal Resources

**Disability Rights Idaho**  
**866-262-3462** (statewide toll-free)  
Boise Office  
4477 Emerald Street, Suite B-100  
Boise, Idaho 83706-2066  
208-336-5353  
800-632-5125 (toll-free)

**Idaho Legal Aid Services**  
**208-345-0106 Boise**  
208-336-8980 Administration Office  
for State of Idaho  
1447 S. Tyrell Lane  
Boise, Idaho 83706

**Idaho Volunteer Lawyers** (no criminal matters)  
**208-334-4510**  
**800-221-3295**  
525 W. Jefferson Street  
Boise, Idaho 83702

If charged with a felony and already diagnosed with “severe and persistent mental illness” in Ada County, a person might qualify for Mental Health Court. Mental Health Court provides a treatment plan and connection to services during probation.  
**Ada County District Court**  
**Mental Health Court Coordinator**  
**Laura Kiehl**  
**208-287-7507**  
200 W. Front Street, Room 4105  
Boise, Idaho 83702

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