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 may 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.

This certainly may feel overwhelming, but 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.
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.

Start with De-escalation Techniques at Home

**De-escalation Techniques Are NOT Working**

**Child is NOT at risk of a medical crisis or physical harm**
- Call Crisis Line 1-844-493-TALK (8255)
  - Help you with de-escalation techniques
  - May direct you to Walk-In Center if available
  - Mobile Crisis Unit may be dispatched to your location

**Child IS at risk of a medical crisis or is inflicting harm upon self or others**
- Call 911
  - *Ask for a CIT Officer
  - May help you contact 911
  - May direct you to Emergency Room
  - Mobile Crisis Unit may be dispatched to your location
  - May direct you to Walk-In Center if available
The **Colorado Crisis Line** is a way to get in immediate contact with trained professionals during a behavioral health crisis.

It is free and confidential.

Anyone can contact the hotline, 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 can remain anonymous, they may ask you:

- Your Name
- Your Phone Number
- Your Zip Code
- About thoughts of self harm, suicide, or homicide

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.
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 Line in the future. I would like to tell you a few things about my child (to keep on file) 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 or threatening violence.

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, screening, assessment, and resources for your son or daughter’s crisis.

No appointment is necessary. Walk-in services are available 24 hours a day, every day of the year, at most Walk-In Centers.

**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.

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**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 Crisis Center?**
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.

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**Why is this sometimes better than going to the Emergency Department?**
- It is typically 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.
## Walk-In Center Locations

### Metro Denver Region

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wheat Ridge Walk-In Center</td>
<td>4643 Wadsworth Blvd</td>
<td>Wheat Ridge, CO 80033</td>
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<tr>
<td>Littleton Walk-In Center</td>
<td>6509 S. Santa Fe Drive</td>
<td>Littleton, CO 80120</td>
</tr>
<tr>
<td>Boulder Walk-In Center</td>
<td>3180 Airport Rd.</td>
<td>Boulder, CO 80301</td>
</tr>
<tr>
<td>Denver Walk-In Center</td>
<td>4353 E. Colfax Ave.</td>
<td>Denver, CO 80220</td>
</tr>
<tr>
<td>Aurora Walk-In Center*</td>
<td>2206 Victor St.</td>
<td>Aurora, CO 80045</td>
</tr>
</tbody>
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### Northeast Region

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Location</th>
</tr>
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<tbody>
<tr>
<td>Fort Collins Walk-In Center</td>
<td>1217 Riverside Ave.</td>
<td>Fort Collins, CO 80524</td>
</tr>
<tr>
<td>Greeley Walk-In Center</td>
<td>928 12\textsuperscript{th} St.</td>
<td>Greeley, CO 80631</td>
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### Southeast Region

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<th>Name</th>
<th>Address</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Pueblo Walk-In Center</td>
<td>1310 Chinook Ln.</td>
<td>Pueblo, CO 81001</td>
</tr>
<tr>
<td>Colorado Springs Walk-In Center</td>
<td>115 S. Parkside Dr.</td>
<td>Colorado Springs, CO 80910</td>
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* The Aurora Walk-In Center is open from 8AM to 11PM

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We recommend that you try to 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 a key way to access other important community resources.

Depending on the severity of the situation, a Walk-In Center or Mobile Clinician 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 may 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.
  o 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

<table>
<thead>
<tr>
<th>Travel to Walk-In Center</th>
<th>Colorado Crisis Line</th>
<th>Call Emergency Contacts</th>
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<tbody>
<tr>
<td></td>
<td>• Call 1-844-493-TALK (8255)</td>
<td>• Family</td>
</tr>
<tr>
<td></td>
<td>• Text 'TALK' to 38255</td>
<td>• Friends</td>
</tr>
<tr>
<td></td>
<td>• Online Chat at coloradocrisisservices.org</td>
<td>• Medical Professionals</td>
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**Emergency:**
Individual is Inflicting Harm on Self or Others **OR** Medical Emergency is Imminent

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<tr>
<th>Call 911</th>
<th>Travel to Emergency Room</th>
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<tr>
<td>• Ask for a CIT Officer</td>
<td>• Bring Your Crisis Kit</td>
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Suggested Next Steps:

Create Your Crisis Plan

Create Crisis Kit

Call Crisis Line 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 Support Line, are well equipped to help support you as a parent, caregiver, or family member.

For questions about these resources, please contact:

Cordelia Robinson Rosenberg PhD, RN at Cordelia.Rosenberg@cuanschutz.edu

- or -

Mary Hoeffler MS, LCSW at Mary.Hoefler@state.co.us