

A mental health crisis is any situation in which a person's actions, feelings, and behaviors can lead to them hurting themselves or others, and/or put them at risk of being unable to care for themselves or function in the community in a healthy way. Family and friends often don't know what to do. Here are some ideas and resources to guide you.

Seek Help

Start a conversation with **be nice.**

Notice the Warning Signs

- Inability to cope with daily tasks
- Rapid mood swings
- Increased agitation
- Risky thoughts or behaviors
- Out of touch with reality
- Isolation from school, work, family, friends
- Suicidal, homicidal, or other violent thoughts or actions
- Planning for death such as giving away possessions

Invite yourself to have a conversation about your concerns. "I'm worried about you."

Challenge the stigma - communicate important resources located in this brochure. "There is help available."

Empower yourself with the knowledge that you can have a positive effect on how someone thinks, acts, and feels.

Helplines: Free and Confidential Support (24/7)

• National Suicide & Crisis Lifeline

CALL/TEXT: 988

TTY Users: Use your preferred relay service or dial 711 then 988

• National Texting Helpline

TEXT: "TALK" to 741741

• Veterans Crisis Line

CALL 988 - then press 1

• En Español

CALL/TEXT: 988

Hospital Emergency Departments

• Trinity Health Grand Rapids

200 Jefferson Ave. SE, Grand Rapids

• University of Michigan - Health West

5900 Byron Center Ave. SW, Wyoming

• Corewell Health West - Butterworth

100 Michigan St. NE, Grand Rapids

• Corewell Health West - Blodgett

1840 Wealthy St. SE, Grand Rapids

• Helen DeVos Children's Hospital

100 Michigan St. NE, Grand Rapids

Local Resources

• Network180 Access Center (24/7)

616-336-3909 or 1-800-749-7720 (toll free)

790 Fuller Ave. NE, Grand Rapids 49503

• Mobile Crisis Response Team (Adults & Children)

616-333-1000

• Forest View Hospital Assessment & Referral Center

1-800-949-8439 (toll free)

1055 Medical Park Dr. SE, Grand Rapids

• Pine Rest Admissions & Psychiatric Urgent Care Center

616-455-9200

300 68th Street SE, Grand Rapids

• United Way's 2-1-1

Comprehensive information and referral service

Call 2-1-1 or 1-800-887-1107 or

TEXT: Your zip code to 898211

Mental Health Crisis

How to get help

Warning Signs & Resource Guide for Kent County



**Behavioral Health CHIP Work Group
& Healthy Kent Suicide Prevention Coalition**

Do you need emergency help?

Is the person in danger of hurting themselves or others?

Serious or Life-Threatening Conditions

Children and Adults

- Extreme agitation & refusing help for mental health symptoms.
- First time experiencing severe psychiatric symptoms.
- Self harm occurred & requires treatment.
- Having suicidal or homicidal thoughts with a plan and intent to act.
- Individual impaired from alcohol or substance use.

Call 911 or Go to the hospital Emergency Department (ED)

- Explain that the person is experiencing a mental health crisis.
- Explain the nature of the emergency & your relationship to the person.
- Ask for law enforcement help if necessary.
- Ask for ambulance if overdose or suicide attempt.

Treated by ER Doctor and Assessment from Social Worker

- Sent to Mental Health Hospital OR
- Given Referral for Outpatient Services or Primary Care.
- Resources provided.

Do you have time to call for guidance and support?

Person is likely a risk to self or others

- Self harm thoughts or actions
- Inability to keep self safe
- Risky thoughts or behaviors

Unsure?

CALL/TEXT 988

Decide what action to take from options below

Medicaid or Uninsured Children and Adults

Go to Network180 Access Center or call
(616) 336-3909
or **1-800-749-7720**

Assessment Completed

What's Next?

Sent to Mental Health Hospital or Crisis Residential Unit (*may be sent to Hospital Emergency for medical clearance first*)

or

Given Referral for Partial Hospitalization Program or Outpatient treatment.

Commercial Insurance or Medicare Children and Adults

Call the Mental Health Hospital Forest View
1-800-949-8439
or Pine Rest
(616) 455-9200
OR go to Network180 Access Center or call
(616) 336-3909
or **1-800-749-7720** with questions.

Assessment Completed

What's Next?

Sent to Mental Health Hospital, Pine Rest Psychiatric Urgent Care or Crisis Residential Unit (*may be sent to Hospital Emergency for medical clearance first*)

or

Given Referral for Partial Hospitalization Program or Outpatient treatment.

Mobile Crisis Response Team Children and Adults

Call Mobile Crisis Response Team
(616) 333-1000
HOURS: Mon thru Fri 9am - 11pm
Sat & Sun 11am - 9pm
Holidays 10am - 6pm
After hours,
call Network180's Access Center:
(616) 336-3909 or **1-800-749-7720**

Clinicians make visit wherever help is needed. A parent must be present when working with children.

What's Next?

Medicaid: Counselor can authorize Inpatient, Partial, or Outpatient mental health treatment.

Commercial: Counselor will make recommendations for treatment.
Parent or guardian must contact mental health hospital or outpatient provider and insurance for approval.

Suicide & Crisis Helpline Children and Adults

If someone is having a mental health or substance use crisis or is expressing suicidal thoughts
CALL/TEXT 988
Veterans Crisis TEXT: 988
Help is available 24/7
En Español
LLAMADA/TEXTO 988

**Speak with helpline staff member OR
Speak to Mental Health Clinician at Network180 OR
Connect with 911**