

Who To Call in a Crisis

This sheet is for: _____

If there is a weapon, serious injury, immediate danger, or you cannot keep everyone safe right now →

CALL 911

"My loved one has a disability and is experiencing a mental health crisis.

I am worried I cannot keep them safe."

You can ask for a CIT officer if one is available. CIT officers have special mental health crisis training.

If your loved one is not in immediate danger, refer to the options below. You might end up using more than one.

SUPPORT & COACHING

TN START

Crisis help for people with IDD.

OUR TN START CRISIS NUMBER:

Choose your region, or press 0 for the administrator on call.

CALL WHEN

- You want help using the person's crisis plan or calming supports.
- Your family or other responders need disability-informed consultation.

THEY CAN

- Talk you through your crisis plan
- Coach you on strategies to calm things down
- Provide 24/7 remote or onsite crisis response for enrolled people.
- Help coordinate with 988, mobile crisis, hospitals, or other providers

24/7 • PHONE, VIDEO, OR IN PERSON

URGENT MENTAL HEALTH HELP

Mobile Crisis

Trained crisis counselors who can come to you.

988

SUICIDE & CRISIS LIFELINE - CALL OR TEXT

855-274-7471

TN STATEWIDE CRISIS LINE (855-CRISIS-1)

CALL WHEN

- Someone may hurt themselves or others, but it's not yet an emergency.
- You need a trained counselor to assess what help is needed now.

THEY CAN

- Talk directly with the person; most crises are resolved by phone.
- Come out, assess, and plan next steps to keep everyone safe.
- Connect to follow-up, walk-in, stabilization, or treatment resources.

24/7 • PHONE, VIDEO, OR IN PERSON

WHAT TO TELL THEM

You don't have to explain everything at once. Practice saying these out loud **before** a crisis happens; it's much easier in the moment.

- **Who you are:**
 - The person's name and your relationship to them
- **Their disability & how they communicate:**
 - "She has autism and doesn't speak verbally; loud voices make things worse"
- **What is happening right now** and how long it's been going on
- **Safety details:**
 - Any weapons in the home, injuries, or medical conditions
- **What usually helps:**
 - Calming strategies, favorite items, words to use or avoid
- **What you need:**
 - Advice over the phone, or someone to come out

OUR INFORMATION - Fill this out now, so you have it during a crisis.

Name:

Diagnosis / Disabilities:

Doctor / Clinic:

What helps them calm down:

Address:

Medications / Allergies:

Case Manager / Support Coordinator:

Backup Emergency Contact:

TN START

Crisis Prevention & Response

Assessment & Stabilization Teams (TN START AST)

24/7 crisis response

Comprehensive services for prevention and stabilization.

WHO WE SUPPORT

People with IDD

People with intellectual and developmental disabilities (IDD) who also have behavioral or mental health needs.

HOW WE HELP

Services & support

- 24/7 crisis response
- Training
- Consultation
- Strong partnerships with community providers

HOW TO MAKE A REFERRAL

1. Navigate to the TN START website:

tn.gov/disability-and-aging/l/ast

2. Click on:

TN START AST Online Referral



or scan this
QR code