

IF THE SITUATION INCLUDES:

- Immediate threat to life, or risk of significant bodily harm
- Any aggression or violence occurring/imminent, such as a fight or assault, or having a weapon
- Medical emergency: overdose, bleeding, seizure, unconscious...
- Person leaves the area after making threats to harm self or others



CALL 911

**Ask for Police / Ambulance.
Immediate response needed.**

You will need to give:

- Address of occurrence
- Situation/risk
- Person's name, DOB
- Description of person, clothing
- (Direction of travel)

IF THE SITUATION INCLUDES:

- A person struggling with mental illness symptoms
- Some concerns for safety, but not an **immediate** risk
- Suicidal thinking/thoughts of harming self or others, but relatively safe or supported at this time
- Not caring for basic needs
- Significant decompensation from known baseline
- Serious mental illness symptoms appearing for the first time
- Person unable or unwilling to attend Dr's appointments for mental illness
- Questions about services or resources for people with mental health difficulties



CALL COAST: 905-972-8338

(Please also fax info using Alert form)

COAST response time is hours, not minutes: *"Later today or tomorrow."*

COAST workers are not "First Responders" and are not equipped to step into potentially dangerous situations as patrol officers do.

The COAST team will:

- Conduct an in-depth mental health and risk assessment
- Assist the person to hospital or crisis bed if needed
- Help settle the situation
- Provide education to the person and supports/family
- Arrange follow-up, help connect the person to services, treatments and programs



*If you are worried about anyone's immediate safety, call 911.
If the person can be reasonably safe until tomorrow, call COAST.
If in doubt, call COAST and we can help problem-solve the best response.*