

Supporting a Community Member in Crisis

A mental health crisis can take many forms. Whether this stems from personal or professional struggles, support is available.

For Immediate Assistance

If you or a community member you know is in crisis and in imminent danger to themselves or others, contact one of these resources for emergency services:

- **Local Police/Fire/Rescue:** 911 (calling 911 from a Gladstone phone directs you to UCSF Police)
- **UCSF Police Emergency Line (when calling from a cell phone):** 415.476.6911
- **UCSF Police Non-Emergency Line:** 415.476.1414
- **Hospital Emergency Room Nearest to Gladstone:** Zuckerberg San Francisco General Hospital and Trauma Center Emergency Room, 1001 Potrero Avenue, San Francisco, CA 94110 (between 22nd and 23rd Streets)
- **Emergency Psychiatric Services:** 628.206.8125
- **National Suicide Prevention Lifeline:** 988
- **LGBT National Help Center:** 1.888.843.4564
- **THRIVE Lifeline (specifically for STEM LGBTQ+ individuals):** Text 'oSTEM' to 1.313.662.8209
- **Poison Control Center:** 800.876.4766
- **Crisis Text Line:** Connect with a crisis counselor by texting the word "home" to 741741.
- **Gladstone Employee Assistance Program:** 24-hour counseling support is available (800.624.5544).
- **NAMI (National Alliance on Mental Illness):** San Francisco has created a Mobile Crisis Treatment Team (MCTT) to provide intervention for San Franciscans suffering from emotional crisis or symptoms of acute psychiatric illness. For more information, visit namisf.org or call 415.970.4000.

For Non-Emergency Assistance

If you're concerned about a community member who is not in imminent danger to themselves or others, reach out to the Crisis Response Team by email: crisis-response@gladstone.ucsf.edu

Jennifer Crosby, Vice President, People Services
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John Peck, Director, People Services Operations
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Don't Be Afraid to Speak Up!

If you're concerned about someone's well-being, don't be afraid to share your concerns.

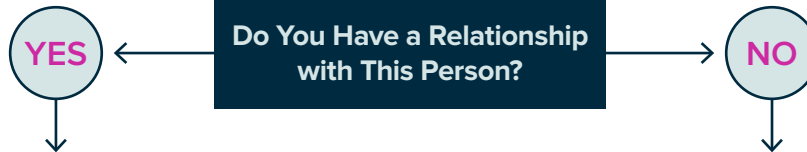
Helpful Things to Say to Support Someone in Crisis

- Accepting help is a sign of strength.
- How about making an appointment with Jillian Goldstein through Gladstone's Counseling and Wellness Center or the Employee Assistance Program to talk with a counselor? It's free and confidential.
- What is something you can do today to take care of yourself?

Should I Do Something?

Do You See Signs of Concern?

- Excessive absences
- Plummeting academic or professional performance
- Poor personal hygiene
- Self-isolation and/or hostility toward others
- Difficulty controlling emotions or behavior
- Engagement in high-risk behavior
- Expressed emotional distress
- Threats of harm to self or others
- Intoxication in the workplace
- Strange or suspicious thinking



Speak Directly with the Person

- Schedule a private, 1:1 meeting.
- Let someone else in your lab or dept know about it.
- Tell the person what you've noticed about their behavior that's caused concern.
- Listen carefully to the person's response.
- Restate what you've heard.

Consult the Crisis Response Team

Email: crisis-response@gladstone.ucsf.edu

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Assess: Is This an Emergency?

- Has the person expressed an intent of harm to self or others?
- Is the person behaving in a threatening or violent manner?
- Does the person seem out of touch with reality?
- Does anything else about the situation seem threatening or dangerous?



- Contact local Police/Fire/Rescue by calling 911. Calling 911 from a Gladstone phone directs you to UCSF Police.
- Assist the person to the nearest hospital emergency room (Zuckerberg San Francisco General Hospital and Trauma Center Emergency Room) by calling their emergency contact for a ride, calling for an ambulance, providing a ride yourself, or contacting a ride-sharing service.
- Contact Gladstone's Crisis Response Team once the person has secured adequate medical attention.