



# Emergency & Crisis Resources

Below are resources and tips to use in an emergency or crisis. This information won't assure a specific result for you but may help you stay safe and healthy.

## WHAT IS EMERGENCY CARE?

An emergency is a serious situation when help is needed right away for medical, mental health or safety issues from law enforcement, fire department, or an ambulance. If you think you may have a medical emergency, call your doctor, go to the emergency department, or call 911 immediately. Examples include:

- Chest pain or pressure
- Bad stomach pain that comes on quickly
- Decrease or loss of consciousness or alertness
- Sudden shortness of breath
- Unable to get or use food, shelter, or clothing due to the mental problem.
- Self-harm actions or trying to hurt another person

This is not intended to replace medical advice or treatment. Always ask a doctor or other qualified health provider about medical problems. Child & Family Center does not suggest or endorse any specific medical tests, doctors, products, or procedures.

## CONTACT 911

You can call or text 911 for help. Text-to-911 is sending a text message to 911 from a mobile phone or device. Since calls to 911 provide more information to 911 call centers, you should call 911 during an emergency if possible.

### Be ready to give:

- Location of the emergency (street address and room/apartment number)
- Phone number you are calling from
- Nature of the emergency

### Give information about the person or client. It helps with the response to the situation:

- Age of the person or client involved
- Your relation to them (if relevant)
- Their developmental age and diagnosis (if relevant to the emergency)
- Do they have a weapon?
- Risk factors in the home or where the person or client is located (if relevant)

### Once law enforcement arrives:

- Remain calm so no one thinks you might be out of control or a danger to others
- Speak clearly with law enforcement
- For domestic violence situations, inform law enforcement that you are a victim as soon as they arrive
- If you called from your car, have your ID and other information ready. Turn on the light inside your car.

### How can I get a copy of my 911 call?

You can ask for 911 records verbally or in writing to the specific agency that holds the records. Send a written request that provides as much information as possible, such as the exact date and time of the call.

### Local Sheriff/Police Contacts

- Santa Clarita Sheriff: (661) 255-1121
- Palmdale Sheriff: (661) 272-2400
- Lancaster Sheriff: (661) 948-8466
- San Fernando: (818) 898-1200



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## OTHER OPTIONS TO 911

If you feel that 911 is not the best option for you, here are other options:

- Call an ambulance service:  
American Medical Response: (661) 257-4078 • Royalty Ambulance: (818) 550-5833 • Firstmed: (800) 608-0311
- Go to the emergency room and ask to speak with hospital social worker
- Develop code words to use with friends, family, and support system
- Rely on friends and family, have emergency cash ready, etc.

## CRISIS RESOURCES

### Mental Health Resources

- Psychiatric Mobile Response Team: (310) 482-3260
- West LA Psychiatric Emergency Team: (310) 966-6500
- Crisis Hotline: (800) 854-7771
- Crisis Text Line: Text "HOME" to 741741
- LA Suicide Prevention Hotline: (310) 391-1253
- National Suicide Prevention Hotline: (800) 273-8255
- Disaster Distress Helpline: (800) 985-5990
- Adult Suicide Prevention Center: (877) 727-4747
- Department of Mental Health ACCESS: (800) 854-7771

### Youth Resources

- Boys and Girls Town National Abuse Hotline: (800) 448-3000
- CA Youth Crisis Hotline: (800) 843-5200
- Child Abuse Hotline: (800) 540-4000
- California Coalition for Youth: (800) 843-5200
- Teen Line: 310-855-4673 or text "TEEN" to 839863
- Love is Respect National Dating Abuse Hotline: 866-331-9474 or text "LOVEIS" to 22522
- GLBT National Youth Talkline: (800) 246-7743
- Planned Parenthood: Text "PPNOW" to 774636

### Domestic Violence Resources

- 24-Hour Hotline: (661) 259-4357
- Domestic Violence/Sexual Assault Hotline: (800) 339-3940
- LA County Domestic Violence Hotline: (800) 978-3600
- LA Rape and Battering Hotline
  - Central LA: (213) 626-3393
  - South LA: (310) 392-8381
  - West San Gabriel Valley: (626) 793-3385
- Stalking Resource Center: (855) 484-2846
- National Domestic Violence Hotline: (800) 799-7233 or text "LOVEIS" to 22522
- Domestic Violence Shelter Assistance Hotline: (310) 281-2822

### Substance Use Resources

- LA Substance Use Hotline: (844) 804-7500
- SAMHSA National Hotline: (800) 662-4357

### Sexual Assault Resources

- Peace Over Violence
  - Central LA: (213) 626-3396
  - South LA: (310) 392-8381
  - Pasadena/West San Gabriel Valley: (626) 793-3385
- National Sexual Assault Hotline: (800) 656-4673
- 1 in 6 Men's Helpline: (877) 628-1466

### People Experiencing Homelessness Resources

- LAHSA Winter Shelter Hotline: (800) 548-6047
- LAHSA Hotline: (213) 225-6581
- LA Homeless Outreach Portal: 211 and make E6 request

### LGBTQIA+ Resources

- Trans Lifeline: (877) 565-8860
- The Trevor Project: (866) 488-7386 or text "TREVOR" to (202) 304-1200
- Los Angeles LGBTQ Center
  - Counseling: (323) 860-5806
  - Legal: (323) 993-7649
  - GLBT National Talkline: (888) 843-4564

### Elder Resources

- Elder Abuse Hotline: (833) 401-0832
- Adult Protective Services: (800) 992-1660
- LA County Adult Protective Services: (877) 477-3646
- LA Food Resources for Seniors: (800) 510-2020

### Crime Survivors Resources

- National Center for Victims of Crime: (866) 689-4357
- Victim Connect Resource Center: (855) 484-2846
- Identity Theft Resource Center: (888) 400-5530

### Public Services

- Poison Control: (800) 222-1222
- Sanitation Department: (800) 773-2489
- Animal Services: (888) 452-7381
- Food Bank: (323) 234-3030
- Utilities Payment Assistance:  
cpuc.ca.gov/assistanceplans/