

Who to call in a crisis:

- Call 911 and tell them it is a mental health emergency. Ask that they send an officer who has specialized CIT training in handling mental health emergencies.
- Crisis Intervention and Suicide Prevention Hotline:
650.579.0350
- Psychiatric Emergency Services:
650.573.2662

Where to find help in San Mateo County:

San Mateo County Behavioral Health and Recovery Services
ACCESS Team: 800.686.0101

San Mateo County Office of Consumer and Family Affairs
Phone: 800.388.5189
Español: 650.573.2189

Who to call when you need support:

- 24-Hour Parent Support Hotline:
888.220.7575
- 24-Hour Youth Crisis Hotline:
(10-17 years old): 650.367.9687 or
www.onyourmind.net
- 24-Hour Drug and Alcohol Hotline:
650.573.3950

Websites with Support & Information:

- www.NAMIsmc.org
- www.UACF4hope.org
- www.smhealth.org/BHRS
- www.sanmateo.networkofcare.org/mh
- www.SAMHSA.gov

Need access to a computer to check websites for more information?
Visit your local public library.

To download a copy of this brochure in English or other languages, visit www.smhealth.org/BHRS/OCFA or visit www.sanmateo.networkofcare.org/mh.



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Office of Consumer and Family Affairs
1950 Alameda de las Pulgas, Suite 155
San Mateo, CA 94403
Phone: 800.388.5189
Español: 650.573.2189
FAX: 650.573.2934
www.smhealth.org/BHRS/OCFA

I Think My Child
has an Emotional,
Mental Health or
Substance Abuse
Problem...

What Do I Do?

**Where
to Find
Help in
San
Mateo
County**

**SAN MATEO COUNTY
BEHAVIORAL HEALTH AND
RECOVERY SERVICES**

What To Do:

If you think your child has an emotional/mental health or substance abuse problem...

Start by calling:

- Your child's pediatrician or primary care doctor.
- Your health insurance company's resource line.
- The San Mateo office of NAMI (National Alliance for Mental Illness) at 650.638.0800. Your call will be returned by someone who will provide information, support, and links to resources.
- San Mateo County Behavioral Health and Recovery Services ACCESS Team: 800.686.0101. They can help direct you to county services.

No Insurance?

If your child does not have health insurance, call the Children's Health Initiative at 650.573.3595 for information.

If You See Unsafe Behavior in Your Child:

- Get them to the Psychiatric Emergency Room at San Mateo County Medical Center: 222 W. 39th Ave, San Mateo 650.573.2662.
- If you can't do that safely, call 911 and request a CIT trained officer - they are trained to deal with persons experiencing mental health issues.

Information to bring to the hospital or first appointment:

Medical history

- Any significant illnesses
- Disabilities
- Allergies
- Medication
- Hospitalizations for any reason
- Names/contact information for your child's doctors

Health insurance information including:

- Private insurance
- Medi-Cal
- Healthy Kids/Families

What to discuss/ask at that first conversation:

- My child is _____ years old. I am concerned because _____.
- I first noticed a change in my child's behavior _____.
- This has affected our relationship by _____.
- How can I find out if my child really has an emotional/mental illness or substance abuse problem?
- How do I get support and services for my child and myself?

When seeking behavioral

health services, staff may want to talk with your child without you present. Don't be alarmed - this is standard practice.

If your child is 18 Years or older,

they are legally an adult. This means he/she must give consent for behavioral health staff to share information with you.