1966

I’ve got an emergency… Who do I call?
Write in the telephone numbers you will need in case of emergency.
Obtain your Emergency Police and Fire numbers from the list below.

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>fire</td>
<td></td>
</tr>
<tr>
<td>police</td>
<td></td>
</tr>
<tr>
<td>state patrol</td>
<td>627-3531</td>
</tr>
<tr>
<td>doctor</td>
<td></td>
</tr>
<tr>
<td>grady ambulance</td>
<td>523-4711</td>
</tr>
<tr>
<td>Federal Bureau of Investigation (FBI)</td>
<td>521-3900</td>
</tr>
<tr>
<td>Georgia Bureau of Investigation (GBI)</td>
<td>627-3531</td>
</tr>
</tbody>
</table>

> or dial “OPERATOR” in any emergency and say for example
“I want to report a fire at____” or “I want a policeman at” etc.
If you cannot stay at the telephone, tell the “OPERATOR” the exact location where help is needed.
<table>
<thead>
<tr>
<th>Location</th>
<th>Number 1</th>
<th>Number 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanta</td>
<td>521-2121</td>
<td>522-7363</td>
</tr>
<tr>
<td>Avondale Estates</td>
<td>284-6611</td>
<td>289-3520</td>
</tr>
<tr>
<td>College Park</td>
<td>766-9621</td>
<td>766-3618</td>
</tr>
<tr>
<td>Decatur</td>
<td>373-0600</td>
<td>377-3855</td>
</tr>
<tr>
<td>DeKalb County</td>
<td>284-6611</td>
<td>289-3520</td>
</tr>
<tr>
<td>East Clayton County</td>
<td>366-3351</td>
<td>478-7237</td>
</tr>
<tr>
<td>East Point</td>
<td>761-3121</td>
<td>761-1112</td>
</tr>
<tr>
<td>Forest Park</td>
<td>6-1212</td>
<td>366-3</td>
</tr>
<tr>
<td>Red Oak</td>
<td>281-1212</td>
<td>522-7</td>
</tr>
<tr>
<td>Sandy Springs</td>
<td>21-1212</td>
<td>522-7</td>
</tr>
<tr>
<td>Fulton County</td>
<td></td>
<td>522-7363</td>
</tr>
<tr>
<td>Unincorporated Area</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forest or Grass Fire</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Fulton</td>
<td>475-5107</td>
<td></td>
</tr>
<tr>
<td>South Fulton</td>
<td>964-7403</td>
<td></td>
</tr>
<tr>
<td>or</td>
<td>521-2121</td>
<td></td>
</tr>
<tr>
<td>Hapeville</td>
<td>761-3131</td>
<td>761-1112</td>
</tr>
<tr>
<td>Morrow</td>
<td>366-3282</td>
<td>366-6220</td>
</tr>
<tr>
<td>Mountain View</td>
<td>478-7237</td>
<td>478-7237</td>
</tr>
<tr>
<td>North Atlanta</td>
<td>284-6611</td>
<td>289-3520</td>
</tr>
</tbody>
</table>

The law of Georgia provides that any person who fails to relinquish a telephone party line, after he has been requested to do so to permit another to place a call, in an emergency in which property or human life are in jeopardy and the prompt summoning of aid is essential, to a fire or police department or for medical aid or ambulance service, shall be guilty of and punishable as for a misdemeanor; provided that such party line at the time of the request is not being used for any such emergency call. Also, the law provides that any person who shall request the use of such party line by falsely stating that the same is needed for any of said purposes, knowing said statement to be false, shall be guilty of and punishable in a like manner.

The law of Georgia provides that any person who shall, without provocation, use to or of another, and in his presence, or by telephone, opprobrious words or abusive language, tending to cause a breach of the peace, or who shall, in like manner, use obscene and vulgar or profane language in the presence of, or by telephone to, a female, or any person who shall communicate to any virtuous female within this State by writing or printing any obscene or vulgar language or improper proposals, or by indecent or disorderly conduct in the presence of females on passenger cars, in the street cars, or other places of like character, shall be guilty of a misdemeanor.
2020

I’m experiencing a mental health crisis… Who do I call?
There's no 911 for a mental health crisis

988
Lifeline calls...
Lifeline calls + local, county and state calls
5% Veteran's Crisis Line
10% National Suicide Prevention Lifeline
85% Local, County & State Crisis Lines

16+ million calls per year

6,100 PSAPs with all calls totaling 240 million (NENA, 2018)

7 - 9 million visits per year

5,273 Hospital EDs with all visits totaling 139 million

Source: CDC Fastats
FCC chairman, Ajit Pai, announced today that the agency is taking the next step to establish 988 as the nationwide 3-digit number for mental health, substance use, and suicide crisis, mirroring what 911 is for medical emergencies. He notes that 988 is critical to combat the rising number of suicides by making it easier for Americans in crisis to get the assistance they need from trained counselors. “988 will save lives. Helping Americans in crisis connect to counselors trained in suicide prevention is one of the most important things we can do at the FCC.”
Mental Health Crisis & Suicide Hotline

I-800-273-TALK
NATIONAL SUICIDE PREVENTION LIFELINE™
www.suicidepreventionlifeline.org

988
Mental Health Crisis & Suicide Hotline
Veteran’s Crisis Line: 5%
National Suicide Prevention Lifeline: 10%
Local, County & State Crisis Lines: 85%

16+ million calls per year

988

7 - 9 million visits per year

5,273 Hospital EDs with all visits totaling 139 million

24 million calls per year

6,100 PSAPs with all calls totaling 240 million (NENA, 2018)

Source: CDC Fastats
5% Veteran's Crisis Line
10% National Suicide Prevention Lifeline
85% Local, County & State Crisis Lines

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7 - 9 million visits per year

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Source: CDC Fastats
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6,100 PSAPs with all calls totaling 240 million (NENA, 2018)

Source: CDC Fastats
5% Veteran's Crisis Line
10% National Suicide Prevention Lifeline
85% Local, County & State Crisis Lines

988

16+ million calls per year
165+ Crisis Centers

911
24 million calls per year

7 - 9 million visits per year

5,273 hospital EDs with all visits totaling 139 million

Source: CDC Fastats

6,100 PSAPs with all calls totaling 240 million (NENA, 2018)
911 Medical Emergency or Immediate Danger

988 Mental Health Crisis & Suicide Hotline
SAMHSA Crisis Guidelines

Imagine 911 without ambulances to outreach or emergency departments to receive those with higher level needs…
Someone to talk to
Someone to come to you
Someplace to go
Minimum Expectations:

Fundamental requirements for foundational crisis system services

3 CORE SERVICES
3 Core Services

Best Practice:

Full alignment and raising the bar
Minimum Expectations:
24/7 Availability, Clinical Oversight, Assessment of Suicide Risk, Mobile Team and Facility Connections
Best Practice:
- Caller ID
- GPS Mobile Team Dispatch
- Bed Registry
- Outpatient Scheduling
Minimum Expectations:

Clinician response, community-based and warm hand-off to facility, as needed

MOBILE CRISIS

Someone to come to you
MOBILE CRISIS

Best Practice:

Peer on Each Response, GPS-enabled Tech, Engaging Police as Last Resort
Do not pass go. Do not collect $200.

GO DIRECTLY TO JAIL

THE HOSPITAL
Minimum Expectations:
Accept all referrals, No default ED first, 24/7 staffed incl. medical and clinical
Best Practice:
Dedicated First Responder Area, Incorporate Intensive Support Beds, Bed Registry and Connections to Ongoing Care
Crisis Now Academy.

24/7 CRISIS CALL HUBS

MOBILE CRISIS OUTREACH TEAMS

CRISIS RECEIVING FACILITIES
It’s not too early to **start planning** with local and state leaders to implement **988**.

- RFP finalist
- System Design
- System Operations
- Simplification
- Specialization
- System Financing
- New Expectations