

DALLAS CENTER FOR INDEPENDENT LIVING

CRISIS PROCEDURE

If an individual (either current consumer or another person) contacts DCIL in an acute emotional crisis, the following steps should be taken:

1. Provide support and attempt to help person calm himself/herself.
2. Refer to counseling coordinator.
3. Counseling Coordinator will determine if counseling services normally provided by DCIL are adequate to meet the needs of the consumer.
4. If so, Counseling Coordinator will arrange to see consumer as soon as possible.
5. If DCIL services are inadequate to meet the individual's particular needs, referral will be made to appropriate community resources, i.e.:
  - a. The Suicide and Crisis Center - 828-1000 (24-hour service).
  - b. Contact Dallas - 361-6624 - (24-hour service).
  - c. Routh Street Center Clinic - 521-5114 (8:30 - 5:00).
  - d. Parkland Resource Program (PMH Psychiatric Emergency Room), 637-8763 (24-hour service).
  - e. Hillside Center Crisis Care Unit - 330-7722 (24 hour service).
  - f. Basic Emergency - (fire, police, ambulance) ~~744-4444~~  
911
  - g. Other as indicated refer to Community Council Directory.