



Personal Crises

Get all resources and full guides
at go.sjsu.edu/emergency

How to Recognize

- A behavioral or mental crisis is when a person experiences severe emotional distress, confusion, or exhibits behavior that poses a danger to themselves or others.
- This may or may not include violent yelling, damage to property or other people, self-harm, and expressed threats.

How to Help

- **Assess** - is it safe to be in the area? Do you feel safer reporting the issue to 9-1-1? Or 9-8-8?
- **Approach** if able and engage with empathy and respect.
- **Be direct** with what you have observed and how you are concerned for them.
- **Listen carefully** without judgement. Ask open-ended questions.
- **Follow through** with resources, offers to escort to campus services, etc.
- **Report and document** the interaction with the below campus resources.

Campus Resources

Scan the QR code or visit
<https://qrcodes.pro/SJSUwellness> to view a listing
of all mental, emotional and well-being resources
available to SJSU students, faculty and staff.



Community Resources

To reach Santa Clara County Behavioral Health Services

- Call 9-8-8 if you have a local phone number (area codes: 408, 650, 669)
- Call (800) 704-0900 if your number is outside the County.

Supportive service for students
can be found at sjsu.edu/wellness

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