

WHEN YOU SEE



SOMEONE IN DISTRESS...

A QUICK GUIDE TO HELP CREATE A SAFE AND SUPPORTIVE SOMERVILLE

Medical Emergency?

Unresponsive or in danger?

Call 911. Be clear about what you see & where.

Mental Health Crisis?

Acting erratically or in emotional distress?

Call 911 & request mental health support.

Possible Overdose?

Slow breathing, blue lips, or unresponsive?

Call 911 immediately.

Responders carry Narcan & are trained to help.

Public Drug Use?

If not a medical emergency, avoid confrontation.

You may **call 911 for a wellness check.**

Needles or Debris?

Found syringes or drug-related trash?

Call 311 or use the 311 app.

General Concern?

Not sure what's going on, but something feels off? To share a **non-emergency concern** with the City's outreach workers or City partners, contact 311.

ALWAYS LEAD WITH RESPECT!

- Do not take photos or videos
- Avoid assumptions — many people are already getting help
- A simple "Hello" goes a long way

LEARN MORE



www.somervillema.gov/howtohelp