

# Salem–Keizer Public Crisis & Resource Guide

For community members and bystanders who witness someone experiencing homelessness, addiction, or mental health crisis.

## 1. Immediate Crisis & Mental Health Resources

Agency	Services	Contact Info
Marion County Behavioral Health Crisis Center (BHCC)	24/7 crisis help, assessments, mobile response	503-585-4949 1234 Commercial St SE, Salem co.marion.or.us
988 Suicide & Crisis Lifeline	24/7 national line for mental health or suicidal crises	Call or text 988
Northwest Human Services Crisis Hotline	Local 24/7 mental health & resource line	503-581-5535 northwesthumanservices.org
Marion County Community Response Team (CRT)	In-person crisis team via BHCC	Request through BHCC (503-585-4949)
Polk County Crisis Line (Keizer Area)	For behavioral crises in Keizer/Polk County	503-623-9289

## 2. Homelessness & Housing Support

Agency	Services	Contact Info
ARCHES Project	Street outreach, housing navigation, day center	503-399-9080 615 Commercial St NE, Salem mwvcaa.org
HOAP (Homeless Outreach & Advocacy Project)	Day center, advocacy, case management	503-585-6232 NW Human Services northwesthumanservices.org
Union Gospel Mission of Salem	Shelter, meals, recovery programs	503-967-6388 777 Commercial St NE, Salem ugmsalem.org
Church@thePark	Micro-shelters, transitional housing, outreach	church-at-the-park.org
Family Promise MWV	Supportive housing for families & children	503-370-9752 familypromisemwv.org

### 3. Substance Use & Recovery Resources

Agency	Services	Contact Info
Oregon Get Help Now (OHA)	Addiction recovery and treatment referral line	800-923-4357 oregon.gov/oha
Bridgeway Recovery Services	Detox, residential and outpatient addiction treatment	503-363-2021 750 Front St NE, Salem bridgewayrecovery.com
Lines for Life (Oregon)	Statewide alcohol & drug helpline	1-800-923-4357 (24/7)

### 4. What To Do if You Witness a Crisis

1. Ensure safety first – If someone is in immediate danger, call 911. Tell dispatch it's a \*mental health or substance crisis\* so the right responders are sent.
2. Request crisis-trained response – Ask for the Marion County Crisis Response Team (CRT) or Polk County behavioral health responders.
3. For guidance without emergency – Call BHCC at 503-585-4949 or the NWHS Crisis Line at 503-581-5535.
4. If behavior is concerning but not dangerous – Contact 988 for mental health guidance, or ARCHES/HOAP for outreach connections.
5. Report encampment or shelter needs – Use City of Salem's homelessness report form at [cityofsalem.net/housing-shelter](http://cityofsalem.net/housing-shelter).

### 5. Quick Reference Numbers

Situation	Contact Number
Emergency / Life Threatening	911
Behavioral Health Crisis (Marion Co.)	503-585-4949
Polk County Crisis Line	503-623-9289
NWHS Crisis Hotline	503-581-5535
Suicide & Crisis Lifeline	988
Homeless Outreach (ARCHES)	503-399-9080

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Brought to you by Salem Main Street Association volunteers