



MOBILE ASSISTANCE COMMUNITY RESPONDERS OF OAKLAND

510 44 - MACRO



VOLUNTARY | UNARMED | CIVILIAN RESPONSE | 7 DAYS A WEEK

THE RIGHT RESPONSE FOR THE RIGHT CALL

Not every call for help is a fire, crime, or medical emergency. MACRO ensures trained specialists respond to non-violent situations rooted in behavioral health, substance use, quality of life, or social service needs. This keeps emergency responders available for calls that truly require them, while connecting community members with care and dignity.

WHO RESPONDS?

MACRO teams are trained Emergency Medical Technicians (EMTs) and Community Intervention Specialists with expertise in crisis intervention, de-escalation, trauma-informed care, and knowledge of community resources.

WHEN TO CALL MACRO

- + Wellness checks
- + Mental health concerns or behavioral health crises
- + Non-aggressive public intoxication
- + Non-violent community disturbances
- + Individuals appearing disoriented or in need of support
- + Non-emergency situations involving unhoused residents

WHAT TO EXPECT:

- + Unarmed civilian team (EMT + Community Specialist)
- + Care-first approach, not enforcement
- + All services are voluntary
- + Privacy is always protected
- + On-site de-escalation and resource connections
- + Most calls resolved on scene without police

CALL 911 FOR EMERGENCIES

MACRO does NOT respond to:

- X Active violence or threats
- X Domestic violence
- X Crimes in progress
- X Situations involving weapons
- X Medical emergencies
- X Structure fires
- X Incidents inside private homes or businesses
- X Situations requiring law enforcement

MACRO CANNOT:

- X Make arrests or detain anyone
- X Clear encampments or enter private residences
- X Force anyone to accept services

BEFORE CALLING MACRO, CONFIRM:

- It is NOT AN EMERGENCY
- It is a NON-VIOLENT situation
- There are NO visible WEAPONS
- It is NOT INSIDE a home or business

PHONE

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