



Continuing Education

St. Louis County and Municipal Police Academy

◀ Program Announcement ▶

SUICIDAL & VIOLENT CALLERS AND DEALING & RECOGNIZING MENTAL ILLNESS FOR TELECOMMUNICATORS/DISPATCHERS - Crisis Intervention Team Training -

This program will focus on emergency calls of:

- Suicidal Callers
- Hostage Situations

Students will be given information and techniques on handling volatile situations with callers and focusing on obtaining the necessary information to relay to the responding emergency personnel. The information the dispatcher will obtain will be crucial for the safety of the emergency personnel as well as the caller and anyone else that may be involved.

Additionally, the purpose of this training for telecommunicators is to broaden the dispatchers' knowledge and enhance their skills for effectively responding to situations involving persons with mental illness and the family members of those persons.

Topics in the session include:

- Symptoms of schizophrenia, bipolar illness and major depression
- Commonly prescribed medications, negative side effects and non-compliance
- Communication strategies with callers in psychiatric crisis
- Communication with officers
- Family members' perspective on mental illness
- Community mental health resources
- Outcomes/Dispositions of calls

Instructors for the program will be from the Mental Health Association, and Police Officer Mark Whitson, a negotiator for the St. Louis County Police Department Tactical Operations Unit.

Please bring classroom materials (pen/pencil and paper) and adhere to the C.M.P.A. dress code.

Session: One & Two
Date(s): July 15, 2009 and November 18, 2009
Time: 8:00 a.m. - 5:00 p.m.
Place: St. Louis County and Municipal Police Academy
1266 Sutter Avenue
St. Louis, MO 63133-1934

WHO SHOULD ATTEND: Telecommunicators/Dispatchers - Legal Studies, Interpersonal Perspectives and Technical Studies

ATTENDANCE IS LIMITED TO 35 PARTICIPANTS

To reserve your seat, please mail or fax your Continuing Education Registration Form to be received 1 week prior to class start date. Reservations will be taken from non-tuition paying departments at a cost of \$50 per seat, and will be placed on standby. Standby seats will be notified if their reservation is accepted, depending upon seat availability. Non-tuition paying departments will be invoiced, whether or not the seat is used, after acceptance of standby notice.

PLEASE USE THE REGISTRATION FORM ON THE BACK



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St. Louis County and Municipal Police Academy

< Registration Form >

PROGRAM: SUICIDAL & VIOLENT CALLERS AND DEALING & RECOGNIZING MENTAL ILLNESS FOR TELECOMMUNICATORS/DISPATCHERS
 - Crisis Intervention Team Training - - **Session:** One & Two

TRAINING DATE(S): July 15, 2009 and November 18, 2009

Please circle date or indicate date by registrants name

TRAINING TIMES: 8:00 a.m. - 5:00 p.m.

TRAINING LOCATION: St. Louis County and Municipal Police Academy
 1266 Sutter Avenue
 St. Louis, MO 63133-1934

INITIAL SEATS PER DEPT: Two or more - all others standby. Prioritize names on list below. (1) will be registered first, then (2), etc. Please use this form to register employees for the above listed program only. Return the form to arrive at the C.M.P.A. by 1 week prior to class start date. All forms must be submitted through the appropriate department training officer.

(PLEASE TYPE OR PRINT CLEARLY)

PRIORITY

1. NAME: _____ DSN: _____

RANK: _____ SSN: _____ - _____ - _____ ASSIGNMENT: _____

2. NAME: _____ DSN: _____

RANK: _____ SSN: _____ - _____ - _____ ASSIGNMENT: _____

3. NAME: _____ DSN: _____

RANK: _____ SSN: _____ - _____ - _____ ASSIGNMENT: _____

4. NAME: _____ DSN: _____

RANK: _____ SSN: _____ - _____ - _____ ASSIGNMENT: _____

Authorized Training Registrar: _____
 (must sign here)

Print or type Registrar's Name: _____ Title: _____

Department: _____ Phone: _____ - _____

Registrar

Return:

By Mail: St. Louis County and Municipal Police Academy
 Continuing Education / Registration
 1266 Sutter Avenue
 Wellston, MO 63133-1934

By FAX: 314-863-2317

Questions call: 314-889-8600