



EASTERN MISSOURI POLICE ACADEMY  
11 Meadows Circle Dr., Lake Saint Louis, MO  
636-614-4072 FAX 636-329-4720

## CRISIS INTERVENTION TRAINING FOR DISPATCHERS

September 16-17, 2019  
0800-1700 each day  
St Peters Police Department  
1020 Grand Teton  
St. Peters, MO 63376

Public safety dispatchers handle a large variety of calls. Calls involving mental illness are becoming more frequent and tele-communicators need to know how to effectively communicate with the consumers on the other end of the line.

Some categories to be covered during this training include:

- The knowledge and skill to identify signs and symptoms of mental illness
- The skills to assess and manage an individual's risk for suicide
- How to effectively communicate strategies when handling suicidal calls
- Develop a better understanding of the police officer's role; examine officer safety and tactical considerations to improve the effectiveness of field contacts with consumers.
- An understanding of the importance of self-care in identifying signs and symptoms of Post-Traumatic Stress Disorder (PTSD).

POST Continued Education credit will be given for the following hours:  
16-hrs Interpersonal Perspectives

MEMBER AGENCIES: FREE

NON-MEMBER AGENCIES: \$10.00 for POST certificate

For additional information or to register, please contact Rich Will at 636-922-8706

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