



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 19-20, 2023
0800-1700 each day
11 Meadows Circle Drive
Suite 422
Lake Saint Louis, MO. 63367

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

COST: FREE

For additional information or to register, please contact Crystal Rinkel at 636-614-4072 ext 104 or email crinkel@thepoliceacademy.org.