

Handling Callers with Mental Health Issues

Where: Easthampton Police Department
32 Payson Avenue
Easthampton, MA 01027

When: Tuesday, December 18, 2018

Time: 8:00AM – 4:00PM

Registration/Check-in:
Tuesday, December 18, 2018
7:30AM – 8:00AM

Tuition Fee: \$199 per person

To Register, please complete the registration form that is attached to this course flyer and email to reggie@srrtraining.com.

Purchase Orders and/or checks should be sent to:

SRR Traffic Safety Consulting, LLC
198 East Street
Easthampton, MA 01027-1212

Inquiries can be directed to:

Chief Reggie Redfern (Ret.)
Phone: 413-626-9554
reggie@srrtraining.com

Or

Brenda Therrien-Shoup
Communications Supervisor
Easthampton Police Department
Phone: 413-527-1212
btherrienshoup@easthamptonma.gov



This course looks at the ever-changing roles of 9-1-1 Call-takers and Dispatchers. In today's society, and especially with call-intake now encompassing the use of electronic devices, the ability for ANYONE to make a 9-1-1 call is limitless. When the caller is struggling with mental illness, it makes the call intake process much harder. The course offers some tactics to use in the call intake process, as well as buying time with this caller until a Responder can arrive. This course is designed for use as an overview for information and recognition only and to aid in tactics that may be developed and used. It is NOT designed to replace a professional level diagnostic or treatment tool(s). This course is for information only and NOT designed to replace or supersede any standing SOP's with your agency.

The responsibility for dispatchers doesn't end with dispatching a call for service. They must be aware that:

Police officers frequently encounter people with mental illness—approximately 5 percent of U.S. residents have a serious mental illness, and 10 to 15 percent of jailed people have severe mental illness. An estimated 7 percent of police contacts in jurisdictions with 100,000 or more people involve the mentally ill. A three-city study found that 92 percent of patrol officers had at least one encounter with a mentally ill person in crisis in the previous month, and officers averaged six such encounters per month. The Lincoln (Nebraska) Police Department found that it handled over 1,500 mental health investigation cases in 2002, and that it spent more time on these cases than on injury traffic accidents, burglaries, or felony assaults. The New York City Police Department responds to about 150,000 "emotionally disturbed persons" calls per year.

Center for Problem-Oriented Police 2016 POP Conference

Course is intended for sworn officers and dispatchers.

Workshop Content:

- Societal Evolution
- Core Concepts of Crisis Intervention
- Definitions:
 - Mental Illness
 - Mentally Ill
 - Psychosis
 - Neurosis
 - Drug Addiction
 - Brain Injury
- Mental Disorders & Suggested Intervention Techniques
- Mental Status Evaluation Questions
- What you need to know about the person making the call
- Communicating with Alzheimer's or Dementia Patient
- Communicating with Suicidal Persons
- Assisting War Veterans and Law Enforcement Officers
- 12 Things to do to de-escalate a veteran in crisis
- Compassion and Empathy
- Are you prepared to deal with a call that goes bad?
- What support systems does your agency have in place?

Instructor: Sergeant Chris Scallon is a 24+ year veteran with the Norfolk Police Department, holds a Masters in Psychology, BS in Criminal Justice, and certified in Critical Incident Stress Management from the University of Maryland BC Emergency Health Services. He is the current Critical Incident Stress Management (CISM) & Peer Support Unit Director, Crisis Intervention Team (CIT) Co-Coordinator for the Norfolk Police Department. Sgt. Scallon is a peer for Virginia Law Enforcement Assistance Program (VALEAP), a certified peer with the West Coast Post Trauma Retreat/First Responder Support Network. Having been involved in multiple shootings he is intimately familiar with trauma and the consequences of exposure. Chris is an approved instructor for International Critical Incident Stress Foundation (ICISF) teaching Assisting Individuals in Crisis and Group Crisis Intervention a certified Mental Health First Aid Instructor (Adult/Veteran Modules) through the National Council for Behavioral Health, and Iraq and Afghanistan Veteran's Association (IAVA), and Co-Founder of PsychCops Training and Consulting. Chris joined the growing list of professional instructors for SRR Training in 2016.



Please provide the following:

**Copy, Paste and Fill in Requested Information
then email to reggie@srrtraining.com**

Subject Line of Email: (Please type " REGISTRATION FORM)

Course Title: Handling Callers with Mental Health Issues – Easthampton,
MA

Name:

Email:

Rank:

Agency:

Street:

City:

State:

Zip:

Day Phone:

Purchase Order#:

Contact Person for Billing and their email address:

Additional Dispatchers/Officers attending (Names and email addresses)

Email to reggie@srrtraining.com

**If you do not receive a confirmation email within 2 days please call the
number below.**

Please call if you have any questions.

Thank you!

Chief Reggie Redfern (Ret.)

President/CEO

413-626-9554



**Testimonials for Sgt. Chris Scallon (Ret.) Norfolk, VA PD
Handling Callers with Mental Health Issues
Ratings Scale 1-5**

5 – I believe the personal introduction was vital to understanding Chris and the class.

Alicia Hornbaker, Worcester Emergency Communication

5 – It's good to see a cop, or another department, or just other people in general understand what we do and how we cope. It helped me believe we aren't as alone as we may think.

Jacob Millott, Worcester Emergency Communications

"10" – Chris was fantastic, really personable and I truly enjoyed this class. Very knowledgeable.

Wendy Curtis, Worcester Emergency Communications

5 – This class was a 5!! The instructor was wonderful, down to earth and straight forward. Need more instructors like him!

Jacqueline Coles, Worcester Emergency Communications

5 – Real life. Knows L.E. but also understands dispatch.

Robert Odgren, Worcester Emergency Communications

5 – This was an excellent and very informative class. I truly enjoyed this, despite being such a serious topic the humor made it much more bearable.

Barbara Gannon, Meriden, CT Police

5 – Sergeant Chris Scallon was amazing. The presentation was extremely helpful and informative. I will be reading every book he recommended, watching every documentary and applying the knowledge I gained today.

Osciana Ablack, Meriden, CT Police

5 – So much great information! PTSD and suicidal parties are not discussed often enough. All of this info will be very helpful. Personal connections were very helpful with understanding topics.

Nicole Salter, West Hartford, CT Police

5 – Was an incredible speaker, was able to get the information to use in ways we can relate and fully understand. Would happily take other classes he teaches.

Ryan Brenker, Coventry, CT Police

More testimonials are available upon request.

Please contact SRR Training at 413-626-9554, if you would like to host this training at your agency.

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