



**IT'S TIME to join us to...**

...set a New 911 Standard of Care at your PSAP and get equipped to practice **Emergency Mental Health Dispatching+LifeBridges!™**



*Our 911 Centers face two huge questions today...*

- Are there specific strategies our 911Pros can learn to help de-escalate callers with Serious Mental Illness, boost their cooperation, and protect all those on scene?
- How can 9-1-1 do its best to help prevent suicides and suicide-by-cop?

**EMHD+LifeBridges** is a 3-day course is designed especially for 911 by a mental health professional. EMHD+LB empowers telecommunicators with the knowledge and tools they need for optimal response to callers with mental illness. EMHD+LB:

- Is a new Science-Driven Best Practice that empowers 9-1-1Pros with the knowledge and tools they need for optimal response to callers with mental illness and suicide
- Boosts dispatcher ability and confidence in managing these high-risk calls
- Incorporates resilience training to optimize the 9-1-1Pro's real-time response during high-stress calls
- Avoids "cookie cutter" solutions and allows dispatchers to think creatively using their own unique style with each unique call guided by good science.

**911 Pros will...**

- Gain insights into what drives the behavior of callers with mental illness
- Adopt the "EMHD MindSet"
- Learn & practice the "EMHD SkillSet"
- Gain strategies to de-escalate the caller's Mental States fueling worse outcomes
- Learn to use the LifeBridges Guiding Flex-Protocol—A science-based tool that equips you to optimize assessment, intervention, and share key data with mental health professionals

**EMHD+LB has gained Initial Empirical Support!**

An initial research study of EMHD has yielded very promising results. While further study is needed to verify these findings, those 9-1-1Pros who participated in the three-day version of EMHD and the LifeBridges FlexProtocol™ reported remarkably positive changes in their experience:

- Significantly more confidence and less anxiety managing calls involving suicide risk and general mental health crises.
- Significantly greater sense of effectiveness in connecting with at-risk callers, assessing their risk, and intervening to reduce risk.

(Source: Marshall J, Ashwood D, Fox A, Soukup J. Measuring the impact of training on emergency dispatcher management of general mental crisis calls and suicide calls. Ann Emerg Dispatch & Response. 202;8(1):16-19.)

**DATE & LOCATION:**

Hosting Opportunities are available to PSAPs in and beyond the U.S.

Visit our website to view current dates & locations.

All classes offered both on-site and virtual.

**CLASS FEE:**

See website for most up-to-date information

**TO REGISTER:**

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