



**IT'S TIME to Join us...**  
**...and get equipped to manage 9-1-1 calls involving mental illness with**

# Foundations of Emergency Mental Health Dispatching™



Throughout the U.S., our 9-1-1 Professionals and field responders are under enormous scrutiny in their management of calls involving folks with mental illness. Our highly acclaimed EMHD model – which is specific to 9-1-1 - is the only one in the nation custom-designed from the ground up by a mental health professional, created to empower 9-1-1 professionals for optimal management of these crisis calls.

## 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:

E-mail:  
[info@g11training.net](mailto:info@g11training.net)

On-line:  
[www.g11training.net](http://www.g11training.net)

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 231-622-1600

Certification as an Emergency Mental Health Dispatcher requires successful completion of an intensive three-day training. Yet, g11TI has created this one-day *Foundations of EMHD* course to equip 9-1-1 Pros with the core EMHD knowledge they need to immediately boost their confidence and performance with at-risk callers. *EMHD...*

- 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
- 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.

### *9-1-1Pros participating in this day of training will...*

- Discover the "EMHD MindSet": a set of key insights about callers-at-risk that fosters strong alliances, better cooperation, and less risk of violence on scene
- Learn the "EMHD SkillSet" to regulate psycho-physiological distress, rally best thinking, help the caller, AND protect dispatcher resilience
- Gain strategies to de-escalate the caller's Mental States that can fuel worse outcomes
- Get prepared to boost confidence and decrease anxiety relating to high-risk callers

### *EMHD 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.)

