



IT'S TIME to Join Jim Marshall to...

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



DATES

Nov. 29, 30, & Dec. 1
8am-5pm CT each day

LOCATION

**Northwest Central
Dispatch System**
1975 E. Davis St.
Arlington Heights, IL 60005

CLASS FEE:

\$549.00/person

TO REGISTER:

E-mail:
info@911training.net

On-line:
www.911training.net

Phone:
231-622-1600



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 is a 3-day course is designed especially for 911 by a mental health professional. EMHD empowers telecommunicators with the knowledge and tools they need for optimal response to callers with mental illness. 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 and suicide risk
- 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 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 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.)

About the Instructor

Jim Marshall, M.A., L.L.P., is the Director of the 911 Training Institute and a leading voice in the 9-1-1 industry for dispatcher wellness. He has been a licensed mental health professional for over 30 years. Jim is co-editor of *The Resilient 9-1-1 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center*. Jim's courses, presentations, pilot projects, and published works equip 9-1-1 telecommunicators and their PSAP leaders to achieve optimal health and performance as people and organizations in the evolving 9-1-1 center.

