



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+LifeBridges!™**



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:

\$549.00/person (on-site)

\$495.00/person (virtual)

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+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 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.)

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.

