

HANDLING MENTAL HEALTH, COGNITIVE IMPAIRMENT, & SUBSTANCE ABUSE CALLS

for 911 Call-Takers

Course Overview: The number of mental health related calls is on the rise. Substance abuse, particularly the current heroin epidemic, poses special challenges for first responders. 911 Call-takers need to be familiar with a wide variety of mental health disorders, cognitive impairments and substance abuse disorders, the appropriate types of responses, available resources, and the legal aspects of responding to these sensitive types of calls. This eight-hour course is designed to ensure that 911 call-takers are knowledgeable and prepared on how to best handle these types of sensitive, and potentially dangerous, calls.

This course will cover the following topics:

- Mental Health Illness and related laws and resources
- Substance abuse and related laws and resources
- Cognitive impairments and related laws and resources
- Section 35's and Section 12's and many more critically important areas

**October 30,
2026
Natick PD**

**December 8,
2026
Hopkinton PD**

8AM to 4PM

Fee:
\$225 each

☐ **October 30, 2025 Natick Police Department**

☐ **December 8, 2025 Hopkinton Police Department Fee: \$225**

REGISTRATION

ATTENDEE(s)

1.	2.	
3.	4.	
5.	6.	
7.	8.	
Agency:	Street:	
City	State	zip
Agency Contact:	Phone #:	
Contact email:		
Method of Payment: Dept. Billing ☐ MasterCard ☐ Visa ☐ Check ☐ Other ☐		
ACCOUNT or PO #		Expiration Date

*Check with State 911 if you are eligible for reimbursement

Fax registrations to (978) 467-4257 or Scan and email to team@hanrahanconsulting.com

Call (617) 612-5210 for more Information

www.HanrahanConsulting.com