



De-escalation for Mental Health Calls:

A course for First-Responders & 911 Call-Takers

"A compassionate approach for assessing, de-escalating, problem-solving and resolving mental health crisis situations."



In the ever-changing roles of law enforcement, EMT's, Firefighters and 911 call-takers, it is more important than ever for all first-responders to learn the tools and techniques on how to successfully de-escalate people in crisis with non-violent tactics. This training will provide you with a comprehensive approach on how to compassionately use these strategies for a successful crisis intervention, especially those with mental illness and developmental disabilities.

Image from "How to Help Police Officers Respond to Persons in Mental Health Crisis"-Huffpost.com

Every first responder should take this course!

This 8 hour training will include:

- Strategies on how to use verbal and non-verbal communication.
- Identifying positive alternative tools to use to prevent physical intervention.
- Learning how to overcome barriers to successful communication.
- The importance of using a team approach and defining roles.
- Common behaviors and actions of those with mental illness and effective tools to use.
- Discussion of real-life scenarios and problem-solving solutions.
- Recognizing "excited delirium" and its potential medical consequences.
- Information on mental health laws in order to assist those with mental illness.
 - Section 12a, Section 18a, Section 35, and Rogers Guardianship
- Mental health services available and the benefits of police follow up.

State 911 Approved for grant reimbursement

Instructor: Terri Delaney is an emergency room and psychiatric nurse who has over 32 years-experience working with people who have mental illness and developmental disabilities. She has been providing de-escalation training to nurses, doctors, police officers, and EMS personnel throughout her career.

Fee: \$195

- October 8, 2021 – Natick Police Dept.** @ 8:00 AM – 4PM
- October 25, 2021 – UMass Worcester Police Dept.** @ 8:00 AM – 4PM
- October 26, 2021 – UMass Worcester Police Dept.** @ 8:00 AM – 4PM
- October 27, 2021 – UMass Worcester Police Dept.** @ 8:00 AM – 4PM
- October 28, 2021 – UMass Worcester Police Dept.** @ 8:00 AM – 4PM
- November 5, 2021 – Natick Police Department** @ 8:00 AM-4 PM

REGISTRATION		
ATTENDEE(s)		
1.	2.	
3.	4.	
5.	6.	
7.	8.	
Agency:	Street:	
City	State	zip
Agency Contact:	Phone #:	
Contact email:		