

FOUNDATIONS OF EMERGENCY MENTAL HEALTH DISPATCHING (EMHD)



Instructor
Dr. Rick Janka
911 Training Institute

Designed for 9-1-1 professionals to improve their management of crisis calls involving individuals with mental illness. This course provides participants with core EMHD knowledge to immediately enhance their response to high-risk calls, employing science-driven best practices that boost call taker confidence and optimize real-time performance. Attendees will learn to move beyond "cookie-cutter" solutions, gaining insights and skills to foster strong alliances, reduce on-scene violence, regulate distress, and de-escalate callers' mental states, ultimately increasing their confidence and reducing anxiety when handling high-risk situations.

REGISTER TODAY >

AUGUST 15, 2024



8:00 a.m. - 5:00 p.m.



FREE TO ATTEND



8 HOURS CEUS

provided by
ALABAMA 911 BOARD

AUGUST 16, 2024



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