



CALL TAKER & DISPATCHER TRAINING

OVERVIEW

CIT Companion Training for Call Takers & Dispatchers will provide the knowledge and skills necessary to identify a mental health caller in crisis and to respond effectively. The training will be conducted under the instructional supervision of local CIT trained police officers, mental health professionals, consumers, and family advocates and will offer practical techniques for de-escalating crisis calls.

TRAINING TOPICS WILL INCLUDE:

- Understanding Mental Illness
- Overview of the Montgomery County Behavioral Health System
- Gathering Information that is Helpful to Officers
- From a Consumer's Perspective
- Verbal De-escalation Techniques
- Scenario Based Training
- System Coordination



REGISTRATION AND LOCATION

The CIT Companion Course for Call Takers & Dispatchers is a **FREE** training made possible by funds from the Montgomery County Human Services Levy. Call Takers, Dispatchers and their supervisors from across Montgomery County are invited to attend. The training will be held at the Montgomery County Alcohol Drug Addiction Mental Health Services, 409 E. Monument Avenue Suite 201, Dayton OH 45402. Pre-registration is required.

Breakfast, lunch and refreshments provided.

ATTENDANCE REQUIREMENTS

Participants are required to attend all 8 hours to receive a certificate of attendance.

Dress code: business casual/department casual

Upcoming Classes

March 5, 2020: Password- CIT2020

June 4, 2020: Password – CIT2020

September 3, 2020: Password – CIT2020

December 3, 2020: Password – CIT2020

Registration-

http://www.mcadamhs.org/trainings_and_events/dispatcher_and_call_taker_cit_training.php

Questions [Email Lynn Voisard](mailto:Lynn.Voisard@mcadamhs.org), call 937-443-0416 ext 108.

