



## Law Enforcement Training Advisory Commission

840 S. Spring Street, Suite B • Springfield, IL 62704

Phone (217) 726-7014 • Fax (217) 726-7833 • Email [letac@mtu10.com](mailto:letac@mtu10.com) • Website [www.letac.org](http://www.letac.org)

Bruce Liebe, Director

# CIT Concepts for 9-1-1: Dispatch Personnel

**September 13, 2024**

**8:00 a.m. – 4:00 p.m.**

**Richland Community College**

**NSEC Building**

3357 N. President Howard Brown Blvd.

Decatur, IL 62521

***This course has been approved and certified through ILETSB.***

**Course Overview:** Telecommunicators will be able to choose an appropriate course of action in dealing with individuals with mental illnesses.

Exposure to the classroom strategies will enhance the Telecommunicator's ability to determine an appropriate response to the situation at hand. Applying the skills addressed in class will help begin to de-escalate a crisis, and enhance officer/ responder safety as well as public safety, in turn reducing the potential for civil and criminal liability.

There is no denying the high volume of such calls and the significant number of reoccurring encounters with people experiencing mental health issues. Telecommunicators need options.

**Course Topics Include:** Examine the behaviors associated with mental health disorders:

- Anxiety disorder
- Panic disorder
- Obsessive Compulsive Disorder
- Depression
- Bipolar Disorder
- Schizophrenia
- Post-Traumatic Stress Disorder (PTSD)
- Self-Injury

**Illinois Law Enforcement Training & Standards Board Mobile Team Unit #10**

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- Discuss the needs of an individual & family members diagnosed with a mental health disorder through live and recorded presentations
- Relate to someone with schizophrenia "hearing voices" using MP3 audio simulation
- Identify the needs of an individual diagnosed with a mental health disorder through live and recorded presentations
- Discuss medication side effects and reasons why people stop taking their medication
- Discuss the role of a CIT officer and/or Mental Health Court [If available in your area]
- Explain available local, state, and national resources
- Define 'Crisis' as it pertains to 911 and its impact on communication
- Discuss active listening
- Identify specific communication techniques with review of relevant 9-1-1 calls
- Examine physiological effects of sedentary work, vicarious trauma, and self-care techniques

## Instructors:

**Patricia C. Doyle**/Adjunct Faculty of NEMRT

Illinois Law Enforcement Training & Standards Board CIT State Certified Instructor

President/Founder Vision for Change

**Ariana Kitty**

911 Operations Manager/CIT Coordinator Northwest Central Dispatch System

**Alexandra Kitty Nelson**

Police Sergeant, northwest suburbs of Chicago

**Non-Member Tuition: THERE IS NO FEE TO ATTEND THIS TRAINING, AS IT IS FUNDED BY A GRANT THROUGH THE ILLINOIS LAW ENFORCEMENT TRAINING & STANDARDS BOARD.**

**To Register:** Email registration to [register@letac.org](mailto:register@letac.org). You may also fill out and submit our online registration form through the website at [www.letac.org](http://www.letac.org) or call 217-726-7014 to register by phone (be sure to include all pertinent information). **MTU#10 Law Enforcement members who are under the mandate requirements will be given priority on state mandated courses and then MTU#10 local members. If it is not a mandated course, all MTU# 10 local members will be given registration preference until seven days prior to the date of class. After that date, registrations will be taken on a first-come, first-served basis, regardless of MTU status. *We cannot accept registrations from individual officers. All registrations must go through your Chief, Sheriff, or department training office, even if you are attending class on your own time.***

**Cancellation:** If a class must be canceled for any reason, every effort will be made to do so at least 2 weeks before the class is scheduled to begin. However, there are circumstances where last minute cancellation is

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out of our control. All officers who have been registered for training will be contacted at the email address given at registration, so please be sure to provide an email address which is checked often.