



Northwest Illinois Criminal Justice Commission

Jeff Ragan, Regional Director
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Mobile Team Unit #1 is funded in partnership with the Illinois Law Enforcement Training & Standards Board

CIT Concepts for 9-1-1: Dispatch Personnel

DATE: November 14, 2024

Registration Ends: November 1, 2024

TIME: 8:00 AM—5:00 PM 8 Hours

LOCATION: NITAB/MTU2, 527 Colman Center Dr, Rockford, IL

INSTRUCTOR: Patricia C. Doyle, President/Founder Vision for Change

Ariana Kitty, 911 Operations Mgr. / Alexandra Nelson, CIT Police Sergeant

Learning Goal: 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.

Morning Topics:

- History and overview of CIT
- Discuss the role of a CIT officer
- Discuss why dispatchers are a critical link in the CIT program
- Examine the behaviors associated with mental health disorders:
- Anxiety Disorder
- Panic Disorder
- Obsessive Compulsive Disorder (OCD)
- Depression
- Bipolar Disorder
- Schizophrenia
- Post- Traumatic Stress Disorder (PTSD)
- Self-Injury
- Suicide
- Discuss the needs of an individual diagnosed with a mental health disorder through live and recorded presentations

- Discuss the normal emotional responses a family member experiences during a crisis
- Relate to someone with schizophrenia "hearing voices" using MP3 audio simulation
- Discuss medication side effects and reasons why people stop taking their medication
- Tips on Do's and Don'ts handling mental health calls

Afternoon Topics:

- 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
- Available resources for dispatchers

Partial funding provided by Illinois Law Enforcement Training and Standards Board and MTU#1's request for certification of this course has been approved by the Illinois Law Enforcement Training and Standards Board



REGISTRATION:

All registrations are received on the [MTU#1 website](#). Find Registration instructions [here](#)

PATRICIA DOYLE BIOGRAPHY

Pat Doyle founded Vision for Change to advance the public's understanding and response to those with a mental health diagnosis.

Pat has extensive experience in public speaking, training and creating innovative programs. During her tenure as the Education Director at the National Alliance on Mental Illness (NAMI) of DuPage County she completed hundreds of presentations and created education programs that resulted in local, state and national recognition.

Over the past 10 years Pat has trained over 1,500 first responders, and for the past five years she has been an instructor at Crisis Intervention Team (CIT) trainings throughout northern Illinois. She was instrumental in transforming the service delivery of care from a medical model to a recovery model in psychiatric hospitals. For four years, Pat was a consultant to the National Consortium on Stigma and Empowerment (NCSE), funded by the National Institute of Mental Health.

Pat has a degree in Social Behavioral Science. She has 3 sons and resides in Carol Stream with her husband Jim.