



## Course Announcement

**To:** All Law Enforcement Agencies

**From:** John C. Moses  
Director of Criminal Justice

**Date:** October 2, 2024

**Re:** **Crisis Intervention Team (CIT) Dispatcher/First Responder Training**  
CJA128-5004 (15 hours)  
MPCTC Approval #: Not Applicable

**January 14 to 15, 2025**

---

**Location:** Wor-Wic Community College  
Eastern Shore Criminal Justice Academy  
Fulton-Owen Hall, Room 103  
32000 Campus Drive  
Salisbury, MD 21804  
410-572-8750

**Dates & Times:** Tuesday, January 14 7:45 am to 4:30 pm  
Wednesday, January 15 8:00 am to 4:30 pm

**Fee:** Funded by the CIT grant.

**Reservations:** Email requests to [escjaregistration@worwic.edu](mailto:escjaregistration@worwic.edu)

---

This course is designed to provide comprehensive training for individuals aspiring to become proficient police dispatchers, emergency medical services, and emergency services. The course covers essential topics, skills, and techniques necessary for effective emergency response coordination and communication. Participants will learn how to handle emergency calls, dispatch appropriate resources, and maintain clear and accurate records while adhering to established protocols and procedures.

Recognizing behavioral indicators and effectively communicating with individuals experiencing mental health crises are crucial skills for professionals working in law enforcement, emergency services, and related fields.

By achieving these objectives, professionals can enhance their ability to recognize, respond to, and communicate effectively with individuals experiencing various mental health challenges and crises, ultimately promoting positive outcomes, and ensuring appropriate support and intervention.

**Upon completion of this course, the student should be able to:**

1. Define Mental Disorder.
2. Recognize behavioral indicators for a person who is experiencing depressive symptoms and may be in crisis.
3. Recognize behavioral indicators for a person who is experiencing non-suicidal self-injury or a panic attack and may be in crisis.
4. Recognize behavioral indicators for a person who is experiencing symptoms of depression or anxiety disorders, but not crisis.
5. Recognize behavioral indicators for a person people with symptoms of a psychotic disorder or a related crisis.
6. Identify the day-to-day challenges that people with psychiatric disabilities face.
7. Understand the significance of and uses of selected verbal and non-verbal intervention approaches when encountering an individual in mental health crisis.
8. Understand how to calmly and effectively communicate with a person experiencing a mental health crisis that is psychotic in nature.
9. Understand how to calmly and effectively communicate with a person experiencing a mental health crisis of a non-psychotic basis.
10. Discuss negotiation skills to work towards resolution while establishing rapport and offering reassurance.

**Class Size:** Restricted size, seating is limited.

**Attendance:** You must attend the entire class to receive in-service credit.

**Dress Code Policy for Training Sessions at the Academy**

To ensure a professional appearance, all in-service officers and staff must adhere to the following dress code to gain admission to any training session at the Academy:

- **Uniform of the Day:** Recommended.
- **Shirt:** Must have a collar; no t-shirts or tank tops.
- **Pants:** Docker-style pants, BDUs, or suits; no shorts or jeans.
- **Footwear:** Closed-toe shoes with socks; no sandals.

**Firearms Policy:** Officers carrying a handgun on campus must also display their badge in plain view.

**Non-Compliance:** Attendees who do not follow the dress code will be denied entry to the classroom or range. A report will be submitted to the Chief/Sheriff/Warden/Director outlining the reasons for the denial.

**Attendance:** To receive in-service credit, you will need to be present for the entire class.

Thank you for your cooperation in maintaining a professional environment.

### **ESCJA Training Reservation Instructions**

1. **Complete the ESCJA Reservation Form:** The form is attached as a PDF in the announcement email.
2. **Enter Information:** Please type, rather than handwrite, all required information onto the form.
3. **Save and Submit:** Save the completed form and email the saved file to [escjaregistration@worwic.edu](mailto:escjaregistration@worwic.edu).

**You will receive a notification confirming your seat or informing you if you have been placed on standby.**

*This document is available in alternative formats to individuals with disabilities by contacting disability services at [kmohler@worwic.edu](mailto:kmohler@worwic.edu), 410-334-2899 or TTY 410-767-6960. Wor-Wic Community College is an equal opportunity educator and employer. Visit [www.worwic.edu/Services-Support/Disability-Services](http://www.worwic.edu/Services-Support/Disability-Services) to learn more.*