

# Training



## CALLS INVOLVING PERSONS WITH MENTAL ILLNESS: POSITIVE STRATEGIES FOR RESPONSE

**LENGTH:** Offered in half day, full day, and multiple day blocks, depending on the scope of the topic.

**AUDIENCE:** Personnel working in law enforcement, corrections, security and juvenile justice. This training is appropriate for all levels, including administrative staff, dispatch, chiefs/superintendents, and all officers in a department or facility.

**GOALS:** Participants will learn

- Strategies for responding effectively to behaviors caused by mental illness
- Information about community and state services and resources, and how to access and refer to them
- Best practices and protocols used with people who are suicidal
- Skills in scene assessment and management
- An understanding of confidentiality standards and strategies for conveying and accessing critical information
- Insight into utilizing the mental health system and legal procedures in relation to persons with mental illness
- Approaches for special populations such as youth and the elderly
- Effectively work with the families in mental health crisis situations

**LOCATION:** Your community

### WANT TO KNOW MORE?

Contact NAMI NH at 603.225.5359 or via email at [info@NAMINH.org](mailto:info@NAMINH.org).

Law enforcement officers are often the first on the scene of a crisis involving someone with mental illness or in extreme emotional distress. Handling these situations requires specific tactical and communication skills and an understanding of the resources available. Research has demonstrated that the proper response from law enforcement can reduce the amount of time on a call and increase safety for all involved.

NAMI NH offers training based on national standards and best practices for law enforcement. These trainings include: interactive case scenarios and role plays that teach safe, de-escalating interventions; presentations from people with mental illness and family members to provide insights into their personal experiences; and discussion on how to engage the person with mental illness and community resources to lead to an effective and safe disposition.

*“I’ve learned to be patient, non-judgmental, empathic and professional.”*

*“Make it a requirement for all new recruits.”*

*“This was by far one of the most effective, interesting, and useful trainings that I have been to. It was a very good reminder that these type of issues are common, and may be presented in a wide variety of calls. Very good class.”*

*NAMI NH is a grassroots organization of and for people of all ages, their families and friends who are affected by mental illness. Our experience as family members coping with mental illness on a daily basis has taught us that our educational programs serve as vehicles for empowering families to help themselves, and learn new information and skills to promote the recovery of their loved one.*



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