

Dirigo Safety, LLC



Behavioral Health Training for Dispatchers

MISSION STATEMENT

Our mission is to reduce companies' risks and increase safety through affordable training, education, and customized consultation to public safety organizations.

CONTACT US

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Our dispatcher personnel are the first line of communication in response to those experiencing psychiatric emergencies. These incidents involve interactions in which being trained in identifying mental health issues, de-escalation skills, and other effective communication techniques can assist the communicator as the first point of contact. Our communicators also are often conversing with families and or concerned citizens calling for emergency support for those in crisis and determining the most effective response. Over a career first responders experience chronic trauma and stress, therefore an emphasis on wellness and stress management is critical as well.

This class covers:

- **De-escalation and Stabilization Skills**
 - Intro to Mental Illness
 - Depression
 - Anxiety
 - Trauma
 - Post-Traumatic Stress
 - Acute Stress Disorder
 - Panic Attack
 - Personality Disorders
 - Attachment, Conduct and Oppositional Defiant Disorders
 - Psychosis
 - Suicidal/Homicidal Risk Assessment
 - Substance Use Issues
- **First Responder Wellness**

This training is for dispatchers only.

Register here:

<https://dirigosafety.com/training/behavioral-health-for-dispatchers/>



INSTRUCTOR:
Jo Freedman
Clinician