



CENTRAL ILLINOIS POLICE TRAINING CENTER

Brian Fengel, Director

Illinois Central College-Peoria Campus-Poplar Hall Office P100 Classroom P101

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CIT Concepts for 911 Dispatch Personnel

Instructors: Pat Doyle, Ariana Kitty, and Alexandra Nelson

May 16, 2023

8am – 4pm

Class will meet at Peru PD, 2650 N. Peoria, Peru, IL

Enrollment Deadline: May 7, 2023

Course Size: Minimum – 15 Maximum - 30

Course Objective

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 Content

Morning Topics:

- Examine the behaviors associated with mental health disorders:
 - Anxiety Disorder Panic Disorder
 - Depression Bipolar Disorder
 - Schizophrenia Post- Traumatic Stress Disorder (PTSD)
 - Self-Injury
 - Obsessive Compulsive Disorder (OCD)
- 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

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

[Mobile In-Service Training Team#7 Illinois Law Enforcement Training and Standards Board](#)

MTU 7 request for certification of this course has been approved by the Illinois Law Enforcement Training and Standards Board

Meets the following mandatory training criteria: N/A

About the Instructor

PAT DOYLE

Illinois CIT Instructor Bio

Pat Doyle is the Founder of Vision for Change. She has 20 years' experience in public speaking, training and creating innovative programs. During her tenure as Education Director at the National Alliance on Mental Illness (NAMI) of DuPage County (a national award-winning chapter) she created education programs that resulted in local, state and national recognition.

Pat has extensive knowledge as a certified Illinois Law Enforcement Training and Standards Board CIT instructor for the last ten years. Pat recognized dispatchers could play a critical role in the CIT program, but many were not aware of it. Pat and her team created "CIT Concepts for 9-1-1" to ensure their awareness and to enhance their skills to begin to de-escalate a mental health crisis call.

ARIANA KITTY

Illinois CIT Instructor Bio

Ariana Kitty is a 19-year dispatch veteran with the last four years' experience in Operations Supervision at Northwest Central Dispatch System in Arlington Heights. Upon promotion, she brought with her a passion for improving communication between her Telecommunicators, the public they serve, and the first responders they assist. Ariana has worked tirelessly to bring educational opportunities and crisis intervention skills to dispatch personnel through a partnership with a local mental health provider. In addition to understanding the needs of our public, Ariana strives to encourage dispatchers to address the effects of stress in their lives.

ALEXANDRA KITTY NELSON -2021

Illinois CIT Instructor Bio

Alexandra Kitty Nelson is a 24-year law enforcement veteran currently serving as a dayshift patrol sergeant in the northwest suburbs of Chicago. She has been a scenario evaluator for ILETSB's CIT program for 6 years. She is the CIT Coordinator for her agency and is qualified as an expert witness in CIT concepts and practices. Alexandra is excited and honored to bring the lessons she has learned over her years of practice to you.