

# Dispatcher/Call-Taker Training of CIT Trainers

December 4, 2018

Northeast Ohio Medical University – Meshel Hall  
4209 State Route 44  
Rootstown, Ohio 44272

8:00 – 5:00

Time	Topic	Speaker
7:45 – 8:00	Registration <ul style="list-style-type: none"><li>○ <i>Sign-In</i></li></ul>	
8:00 – 8:30	Welcome and Introductions <ul style="list-style-type: none"><li>○ <i>Introduction to CIT</i></li><li>○ <i>Big Sky Video</i></li><li>○ <i>Manual Overview</i></li></ul>	Mike Woody Ruth Simera
8:30 – 9:00	What does an officer need? – Identifying CIT Calls	Officer Jeff Futo
9:00 – 9:10	Break	
9:10 – 9:45	PTSD, TBIs and Trauma	Officer Tricia Knoles
9:45 – 11:30	Mental Illness, Intellectual Disabilities, Substance Use Disorders and Medications Overview <i>Adult and Youth</i>	Doug Smith, M.D.
11:30 – 12:30	Lunch on your own	
12:30 – 1:30	De-escalating/Active Listening Skills	Officer Jeff Futo
1:30 – 1:40	Break	
1:40 – 2:10	Consumer Perspective	Elzie McIntyre, Jr.
2:10 – 2:50	Suicidal Callers	Carole Ballard
2:50 – 3:00	Break	
3:00 – 4:00	Scenario Based Training	Carole Ballard Michael Woody
4:00 – 4:10	Break	
4:10 – 4:40	Self-Care and Resources	Officer Tricia Knoles
4:40 – 5:00	Questions, Group Photo, Certificates, Evaluations and Dismissal	

*This course is funded by the Ohio Department of Mental Health and Addiction Services*