



Southern Illinois Criminal Justice Training Program

Mobile Team Unit 15

Training Announcement

Name of Training			Class ID#	Course ID#
ILETSB - CIT - Dispatch - Doyle			200237	72601
Date(s) of Training	Time	Hours	Location	
October 27, 2025	8:30-4:30	8	Effingham Police Department 110 S. Third Street Effingham, IL	
Course Description				
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.				
Course Objectives				
Examine the behaviors associated with mental health disorders: • Anxiety Disorder • Panic Disorder • Obsessive Compulsive Disorder (OCD) • Depression • Bipolar Disorder • Schizophrenia • Post- Traumatic Stress Disorder (PTSD) • Self-Injury 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 • 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 • Explain available local, state and national resources				
Instructors				
Patricia Doyle —Pat founded Vision for Change to advance the public’s understanding and response to those with a mental health diagnosis. Pat has a degree in Social Behavioral Science, and as the Education Director at the National Alliance on Mental Illness (NAMI) of DuPage County she completed hundreds of presentations and created education programs that resulted in local, state and national recognition. Over the past 10 years Pat has trained over 1,500 first responders, and for the past five years she has been an instructor at Crisis Intervention Team (CIT) trainings throughout northern Illinois. Pat was a consultant to the National Consortium on Stigma and Empowerment (NCSE), funded by the National Institute of Mental Health.				
Meets the Following Training Mandates				
~NONE~				

This class is partially funded and certified by the Illinois Law Enforcement Training and Standards Board