

# Georgia Public Safety Training Center

## Prevent, Intervene and Mediate Mental Health Crises

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**Public Safety ~ DBHDD ~ Advocacy Groups ~ Community Providers**





# Georgia Public Safety Training Center

A comprehensive training complex for all state and local public safety related units of government within the state of Georgia.

Main campus in Forsyth, GA and 9 satellite locations

Athens

Bainbridge

Coastal Georgia

Columbia County

Columbus

Pickens County

Rome

Savannah

Tifton





# Georgia Public Safety Training Center

## CIT SECTION

- Formed 2017
- A part of the Georgia Police Academy
  - 40-hour Crisis Intervention Team
  - 24-hour Crisis Response Training
  - 2-week CIT for 911
  - 16-hour Youth Growing Up in Crisis
  - 4-hour State Opioid Adapted Response





# Georgia Public Safety Training Center

## 2<sup>nd</sup> ANNUAL CRISIS RESPONSE SUMMIT OCTOBER 11, 2023

- HB1013-Mental Health Parity
- SB403-Co-Responder
- 9-8-8 Suicide & Crisis Response
- Ask DBHDD

### Panels on:

- Responding to Homelessness
- Crisis Teams
- Gang Involvement, Trafficking and Trauma



# The Georgia Crisis Intervention Team (CIT) Training Course

The Georgia Crisis Intervention Team (CIT) Training course prepares law enforcement officers and other public safety personnel with the skills to assist people with behavioral health disorders, co-occurring disorders, and neurodevelopmental disorders or other brain disorders who are in crisis, thereby advancing public safety and reducing stigma. This course is an intensive 40-hour, five-day curriculum that is comprised of both classroom instruction and practical exercises delivered by mental health professionals, other subject matter experts and GPSTC CIT instructors.



# Crisis Intervention Team

- 40 hours of instruction
- Manual: Resource for the students
- 5 hours on legal issues
- Combined blocks for brain disorders
- 14 hours for practical and performance scenarios
- 30 question test
- 80% on written and performance exams



# Georgia Crisis Intervention Team (CIT) Training for 911 Telecommunications

- An interactive blended learning course that is designed to present telecommunicators.
- Advanced training in handling crisis calls involving mental illnesses, neurodevelopmental disabilities, and suicide threats.



# Georgia Crisis Intervention Team (CIT) Training for 911 Telecommunications

## Includes topics on:

- Memphis CIT Model,
- stigma,
- mental health disorders,
- mental health resources,
- suicide intervention,
- de-escalation,
- effective telephone communications strategies,
- effective radio dispatch techniques, and
- Tele-communicator self-care





# Crisis Response Training(CRT)

- An intensive 24 hour, three day class.
- Chronic mental illnesses
- Alzheimer's disease
- Responder self care
- De-escalation techniques
- Practical exercises



# Youth Growing up in Crisis

- An extension of the CIT training program.
- Designed to equip public safety personnel with skills and techniques needed to effectively communicate with youth in crisis.



# Youth Growing up in Crisis

## Topics include:

- Communication strategies.
- Bullying awareness
- Runaways and homeless youth
- Youth exploitation and Cyber Security
- Youth and Gangs, and
- LGBTQ+ youth. Crisis Response Training



# State Opioid Adapted Response (SOAR)

- Provide responders with tools necessary to recognize and reverse an opioid overdose.
- Overview of opioids and fentanyl.
- Risk of transdermal substance transfer.
- GA 9-1-1 Medical Amnesty Law
- Naloxone (Narcan) administration.

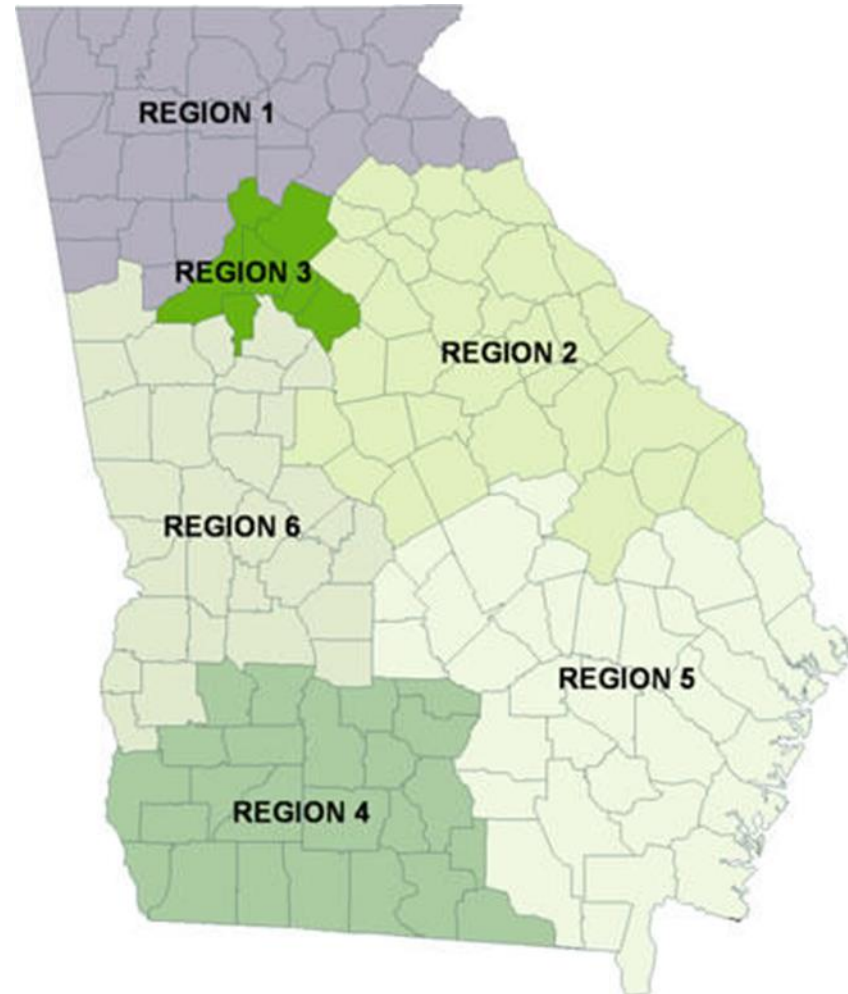


# All Programs

- Overview of Community Resources
- Pocket Guides
- Practical Exercises



# CIT Region Breakdown



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DBHDD Regions 1, 4, 6

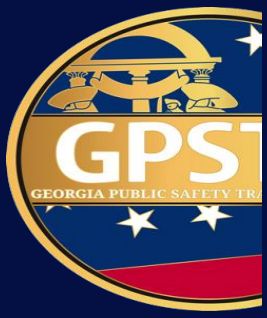
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# Georgia Public Safety Training Center

# Protect.De-Escalate.Connect

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# ***EMPATHY***

# ***EXERCISE***



# PROTECT!!

- SAFETY!
- SAFETY!
- SAFETY!



The focus of crisis intervention is not on past crises and not on chronic factors contributing to crisis.

The focus of crisis intervention is on what is happening *here and now*.



- **Focus on the his/her world—Block out distractions**
- **Attending to words, voice tone, and body language**
- **Restating what the person is saying.**
- **Reflecting their feelings**



## Attending to words, voice tone, and body language

- *Do words, voice and body language match?*
- *Do your words, voice and body language match?*



# Open Ended Questions

Open ended questions start with What, How or When and encourage the consumer to tell us more

- Request a description: *“Tell me about...” “Please tell me...”*
- Avoid *why* questions: *Why* questions lead to defensiveness



# Open Ended Questions

- **Allow us to get more information**
- **Enable us to assess the person's level of dangerousness**
- **Allow us to assess whether the person is in touch with reality**



# Closed Ended Questions

Closed ended questions start with ***“Are you...” “Do you...” “Will you...”***

- Obtain a commitment: ***“Will you agree with this treatment plan?” “Can we call your doctor...family.....”***
- Request specific information: ***“Are you thinking of killing yourself?” “Are you hearing voices?”***





# Person in Crisis

- Facial expressions: Puzzlement, suspicion, distrust
- Eye movements: Gaze shifts to direct eye contact
- Hand gestures: More animated; throwing up of hands
- Motor movements: Pacing, closing the distance between you and them
- May ask irrelevant questions
- Avoid becoming defensive over an irrelevant question



# Your Response

- Respond to only the relevant questions even though the person may throw in some irrelevant questions
  - Example:
    - Person: “Why are you here? What time is it? Why is the sky blue?”
    - You reply: “I am here to help you.”



# Person in Crisis

- Facial expressions: Fear, anxiety, eyes narrow, appears certain
- Eye movements: Avoidant; refusing to look at officer
- Hand gestures: Forearms crossed; bigger movement
- Motor movements: Pacing in circles; stepping back for distance
- Verbal expressions: Statements indicate the person does not want to participate
  - Examples: “I don’t want to answer questions. I’ve had enough.”



# Your Reply

- Avoid getting into power struggle with person
- Be aware of biases
- Self regulate
- Be aware of posture, position in space, facial expressions



# Person in Crisis

- Facial expressions: Forceful, eyes wide open
- Eye movements: Fixed, direct
- Hand gestures: Short, concise, forceful; points directly
- Motor movements: Planted firmly; closes distance self and you
- Verbal expressions: Commands

\*Examples: “Just leave! Get out of here! Leave me alone!”



# Your Reply

- Recognize the situation, acknowledge previous events, and mention the event that caused the crisis
- Back off and wait, create a safety zone, wait for person to pause (breathe)

Example: “Looks like you have had a tough day...What happened at home?”



# Your Reply

- NEVER, EVER, EVER ARGUE WITH A PERSON REGARDING A DELUSION, OR HALLUCINATION. **It is their reality!!**
- Don't take it personal!



# PROTECT!!

- SAFETY!
- SAFETY!
- SAFETY!





# Prepare for Crises

- Develop a safety plan...and a Plan B
- Have a distress signal
- Have route of escape
- Practice and prepare



# DE-ESCALATE

- SAFETY!
- ENVIRONMENT
- TIME



# CONNECT RESOURCES AND SERVICES



# ***PRACTICAL EXERCISES***



There is value in:

- Having patience
- Waiting “them” out
- Being careful
- Reinforcing calm behavior
- Using limit setting movement
- Being aware of danger signals
- Avoiding risk to self
- Avoiding re-escalation



# Public Safety Self Care Video





## Georgia Crisis Intervention Team

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