

**Class held at Little River Substation, 366 Little River Road**

**Mar 19, 2018 • Westfield, MA**

**Hosted by: Westfield Public Safety Communications**

Approved by: MA State 911 Agency; Eligible for 8 CEUs

Course #: 17-2069

Course Duration: 8 Hours

Price: \$213.40 per person

**Class Hours:**

**8:30 AM - 4:30 PM**

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## What to do when a suicide-related call comes in.

Suicide intervention is one of the most impactful interactions an emergency call handler can have with a caller. With the stakes are so high, suicide calls can strain even the most experienced dispatchers.

*The End of the Line: Your Role in Suicide Intervention*, answers the question of what to do when a suicidal call comes in with interactive content, audio examples from actual calls and expert faculty analysis examining the calls from every angle.

### TOPICS COVERED:

- Best practices for handling each type of suicide call.
- How to build rapport with suicidal callers.
- Helpful questions to ask a caller threatening suicide.
- How to deal with critical incident stress stemming from suicide-related calls.

### LEARN HOW TO:

- Process the impact of suicide calls on dispatchers.
- Build rapport with suicidal callers.
- Identify types of suicide calls that can be received.

**DISPATCH·U**

DispatchU is the training arm of PowerPhone focused on RAISING THE STANDARD of 911 Call Handler training. DispatchU

**TOTAL  
RESPONSE**

Total Response is a fully integrated 911 call handling system providing the training, tools and review techniques for PSAPs to create and implement a higher standard of 911 call handling.

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