THE CARDINAL GROUP II PRESENTS A ONE-DAY COURSE

# BEHAVIORAL HEALTH EMERGENCY RESPONSE

## FOR 911 PROFESSIONALS

An estimated 10 to 15 percent of Michigan 9-1-1 calls have a behavioral health component, and the telecommunicator is the first person the caller reaches. **This course gives that first voice the tools to recognize, de-escalate, and triage the call.**

### DATES & LOCATIONS

All sessions 9:00 AM to 5:00 PM

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|---|---|---|
| **Jan 21, 2027** | **Calhoun County 9-1-1** | 315 West Green St., Marshall, MI 49068 |
| **Mar 17, 2027** | **Oakland County 9-1-1** | 1200 North Telegraph Road, Pontiac, MI 48341 |
| **Apr 22, 2027** | **Cass County 9-1-1** | 321 M-62, Cassopolis, MI 49031 |

### COST

~~$250~~ **FREE**

Per participant, for a limited time only, thanks to a gift from Wayne State University

### CREDITS

**8 hours Module III CEUs**
**SNC approved**

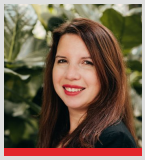
Course #CDG2026-6284

### INSTRUCTORS



**J. Eric Waddell**
**Chief Learning Officer**

25+ years designing adult-learning courses for officers, dispatchers, and corrections staff.



**Melissa Tasker**
**Licensed Master Social Worker**

15 years in mental health, 12 in crisis services. Oversees mobile crisis and co-response teams.

## WHAT YOU CAN EXPECT

### The De-Escalation Toolkit

Seven practical parts for calming a caller in crisis.

### Behavioral Health Indicators

Build a master list of the signs to listen for.

### Response Options and Triage

Get each call to the response that fits it.

### Practice on Real Calls

Six re-enacted Michigan 9-1-1 calls, plus a capstone.

Developed by TCGII with Wayne State University and the University of Chicago Health Lab, and built by dispatch professionals with mental health professionals. **It aligns Michigan's 9-1-1 centers with the BHER training already serving law enforcement, EMS, and crisis responders.**

the Cardinal Group II

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**thecardinalgroup2.com/register.html#bher**

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