



**FIRST CONTACT 9-1-1, LLC AND  
POST FALLS POLICE DEPARTMENT  
PRESENT:**

***'Managing Crisis Callers' and 'Kids in Crisis'***

***Two Sessions: November 18th or 19th, 2020***

***Post Falls, Idaho***

POST FALLS POLICE DEPARTMENT  
1717 East Polston Avenue  
Post Falls, ID 83854  
\$169 PER STUDENT  
(0830-1630)

REGISTRATION AND ADDITIONAL  
INFORMATION IS AVAILABLE AT  
[WWW.FIRSTCONTACT911.COM](http://WWW.FIRSTCONTACT911.COM)  
OR BY CALLING CUSTOMER  
CARE AT (866) 613-8911

***Agency Point of Contact: Sgt. Scott Harmon (208) 773.3517***  
***November 18<sup>th</sup>: Crisis Callers/Kids in Crisis    November 19<sup>th</sup>: Kids in Crisis/Crisis Callers***

**Managing Crisis Callers**

Whether the Crisis Call involves a suicidal subject, hostage taker, a report of an Active Shooter, or someone who believes they hear an intruder in their home, telecommunicators must strive to relieve the callers' anxiety, increase their rationality, and establish trust and rapport to get the best information possible for responders. Taught by a Dispatcher who is also a certified Hostage Negotiator, this class will take you into the world of the Crisis Caller where what telecommunicators say (and how they say it) may make all the difference.

**Kids in Crisis**

*We'll be discussing the things you need to know when a 9-1-1 caller informs you of a missing/abducted child or adult:*

- What's the most important article of clothing that responders will wish to know about?
- What is the child's 'Comfort Zone' they may help responders locate a missing child?
- What directions may we give the caller to preserve evidence at the scene?
- What clue in the home may indicate whether a child has run away, rather than abducted?
- What is Code Adam, and how does it work?
- What new national guidelines are available regarding missing and abducted children?

**Sign up on-line at [www.firstcontact911.com](http://www.firstcontact911.com)**

**See you in class!**