

eLearning Course



No-Cost | Web-Based | On-Demand

The Call: Serving Those with Behavioral and Cognitive Disabilities

The Call: Serving Those with Behavioral and Cognitive Disabilities, an eLearning course designed as a video-based simulation, provides learners with an opportunity to assume the roles of three different law enforcement officers in an interactive movie, make decisions for these officers, and experience the consequences of their choices. The course trains officers on best practices for the recognition and response to incidents involving civilians with mental illness. Topics include properly assessing the situation, effective communication techniques, active listening, de-escalation, and crisis intervention.

This course continues the advancement of community policing by further enhancing mental illness training for law enforcement professionals through eLearning. The choose-your-own-journey approach of this course allows learners to assume the role of playable characters in an interactive simulation. This course provides all law enforcement professionals, from new officers to seasoned veterans, best practice recommendations from leading experts in the field of mental health awareness and response.



Learning Hours:

1 hour

Target Audience:

Law enforcement personnel.

Completion Standards:

Certificate of Completion awarded based on assigned learning hours and minimum 80% score on post course assessment.

Portal course sessions are active Jan. 1 – Dec. 31 of each year and course content must be completed by December 31 to earn your certificate.

WWW.COPSTRAININGPORTAL.ORG

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Learning Objectives

- *Explain considerations that officers make when responding to individuals with mental health or cognitive and emotional impairments*
- *Identify on-scene responses when an individual in crisis does not have a support system*
- *Identify basic principles that apply to any call, including those involving mental illness or I/DDs*
- *Identify if mental health is a driver of a call - taking the extra moment to gain any insight into the subject's mental state could be critical*
- *Explain how communication with a subject may be the best tactical tool to increase safety*
- *Apply crisis intervention strategies with active listening skills*

Cooperative Partners:

This tuition-free online training was developed by WILL Interactive and funded by the U.S. Department of Justice, Office of Community Oriented Policing Services (COPS).

Visit the **COPS Portal** and get started in under 5 minutes!



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