



Course Announcement

To: All Law Enforcement Agencies

From: John C. Moses
Director of Criminal Justice

A handwritten signature in blue ink that reads "John C. Moses".

Date: July 1, 2025

Re: **Crisis Intervention Team Police Communications Officer/First Responder Training**
CJA133-5020 (24 hours)
MPCTC Approval #: Not Applicable

October 20 to 22, 2025

Location:

- Wor-Wic Community College
Eastern Shore Criminal Justice Academy
Fulton-Owen Hall, Room 103
32000 Campus Drive
Salisbury, MD 21804
410-572-8750

Dates & Times:

- Monday, October 20, 7:45 a.m. – 4:30 p.m.
- Tuesday, October 21, 7:45 a.m. – 4:30 p.m.
- Wednesday, October 22, 7:45 a.m. – 4:30 p.m.

Training Registration Details:

- Email requests to escjaregistration@worwic.edu

Fees:

- Funded by the CIT grant.
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This course is designed to provide comprehensive training for individuals aspiring to become proficient police communications officers, emergency medical services, and emergency services. The course covers essential topics, skills, and techniques necessary for effective emergency response coordination and communication. Participants will learn how to handle emergency calls, dispatch appropriate resources, and maintain clear and accurate records while adhering to established protocols and procedures.

Recognizing behavioral indicators and effectively communicating with individuals experiencing mental health crises are crucial skills for professionals working in law enforcement, emergency services, and related fields.

By achieving these objectives, professionals can enhance their ability to recognize, respond to, and communicate effectively with individuals experiencing various mental health challenges and crises, ultimately promoting positive outcomes and ensuring appropriate support and intervention.

Upon completion of this course, the student should be able to:

1. Define Mental Disorder.
2. Recognize behavioral indicators for a person who is experiencing depressive symptoms and may be in crisis.
3. Recognize behavioral indicators for a person who is experiencing non-suicidal self-injury or a panic attack and may be in crisis.
4. Recognize behavioral indicators for a person who is experiencing symptoms of depression or anxiety disorders, but not a crisis.
5. Recognize behavioral indicators for a person people with symptoms of a psychotic disorder or a related crisis.
6. Identify the day-to-day challenges that people with psychiatric disabilities face.
7. Understand the significance of and uses of selected verbal and non-verbal intervention approaches when encountering an individual in a mental health crisis.
8. Understand how to calmly and effectively communicate with a person experiencing a mental health crisis that is psychotic in nature.
9. Understand how to calmly and effectively communicate with a person experiencing a mental health crisis of a non-psychotic basis.
10. Discuss negotiation skills to work towards resolution while establishing rapport and offering reassurance.

This course is designed to meet requirements as mandated by the Maryland Police and Correctional Training Commissions and to meet the annual in-service requirements.

Dress Code Policy for Training Sessions at the Academy

To ensure a professional appearance, all in-service officers and staff must adhere to the following dress code to gain admission to any training session at the Academy:

- **Uniform of the Day:** Recommended.
- **Shirt:** Must have a collar; no t-shirts or tank tops.
- **Pants:** Docker-style pants, BDUs, or suits; no shorts or jeans.
- **Footwear:** Closed-toe shoes with socks; no sandals.

Firearms Policy: Officers carrying a handgun on campus must also display their badge in plain view.

Non-Compliance: Attendees who do not follow the dress code will be denied entry to the classroom or range. A report will be submitted to the Chief/Sheriff/Warden/Director outlining the reasons for the denial.

Thank you for your cooperation in maintaining a professional environment.

ESCJA Training Reservation Instructions

1. **Complete the ESCJA Reservation Form:** The fillable form is attached to the announcement email.
2. **Enter Information:** Please type, rather than handwrite, all required information onto the form.
3. **Save and Submit:** Save the completed form and email the saved file to escjaregistration@worwic.edu.

You will receive a notification confirming your seat or informing you if you have been placed on standby.

This document is available in alternative formats to individuals with disabilities by contacting disability services at disabilityservices@worwic.edu, 410-334-2899 or TTY 410-767-6960. Wor-Wic Community College is an equal opportunity educator and employer. Visit www.worwic.edu/Services-Support/Disability-Services to learn more.