

Clinician Training Program
80 Hours

STATEMENT OF PURPOSE AND COURSE OBJECTIVES:

The purpose of this training program is to ensure all mental health clinicians assigned to our city can:

- Safely respond to assigned calls for service
- Communicate with supervisors, officers, dispatch, and community members
- Understand data available through law enforcement programs
- Effectively and efficiently provide services to community members

Minimum Topics/Exercises:

- Orientation
- Purpose of the Clinician Program
- Software and Database Overview
- Geography
- Radio Communication
- Calls for Service – Officer responses and steps
- Communicating with officers, supervisors, and community members

COURSE OBJECTIVES:

The clinician will:

1. Understand officer reporting standards and data available through agency
2. Demonstrate the ability to respond to geographical locations
3. Demonstrate the ability to operate and communicate with officers and dispatch via radio
4. Demonstrate the ability to identify relevant calls for service and provide resources to individuals in need

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EXPANDED COURSE OUTLINE

INTRODUCTION / ORIENTATION (Day 1)

1. Introduction and Orientation
2. Command Staff
3. Expectations of work
4. Field Training Officer Introduction
5. Facility Overview/Tour
6. Introduction to:
 - Property room staff
 - Records staff
 - Investigations division
 - Administrative staff
 - Patrol staff
7. COVID-19/Department Safety Regulations
8. Overview of Department Computer Systems (reports, searches, location history)

FIELD TRAINING - OFFICER PHASE (Day 2-4)

During this phase of the Clinician Training Program, the Clinician will ride with a Field Training Officer. The Field Training Officer will respond to various calls for service focusing primarily on calls involving a mental health component. This phase will give the clinician an in-depth experience of our patrol division. The following training topics will be addressed:

1. Radio etiquette
 - 10-Codes
 - Communicating with officers and dispatch
 - Being attached to a call
 - Calling for additional resources
 - Closing a call for service
2. Contact with the public
 - General safety concerns
 - Clinician extraction in unsafe conditions
3. Geography
 - Unique locations
 - Separate districts and beats
 - Notable County Locations
 - Documenting calls for service
 - Paperwork related to mental health calls
4. Before concluding this phase, the clinician should feel comfortable with:
 - a. Driving within the city
 - b. Communicating via the radio

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FIELD TRAINING – CLINICIAN PHASE (Day 5-8)

During this phase of the Clinician Training Program, the Clinician will be operating as if they were alone, however, they will be accompanied by a Field Training Officer. The clinician will respond to calls for service related to their scope of employment and can utilize the Training Officer as a resource. This phase allows the Clinician and the Training Officer an opportunity to identify any additional training needed before Clinician works independently.

The following training topics will be covered:

1. Continued review of communicating over the radio
2. Continued review of safely contacting and interacting with the public
3. Continued review of department resources
4. Geography

Before concluding this phase, the clinician should demonstrate and be comfortable with:

1. The ability to utilize the radio efficiently and effectively
2. Contacting members of the community
3. The ability to navigate and drive throughout city
4. Information available through department resources/software
5. Identifying calls for service related to their expertise
6. Properly closing and documenting calls for service