



Mental Health for Public Safety

SEHG-MH-101 · Public Safety · approx. 295 min seat time · English · 100% online, self-paced

COURSE DESCRIPTION

Recognize, respond to, and de-escalate mental-health situations in the field — and strengthen your own wellness and resilience as a responder.

Audience: Police, fire, EMS, dispatch, and corrections officers.

This is a professional-development and awareness course. It is not clinical treatment, diagnosis, or therapy, and it is non-diagnostic. If you or someone you know is in crisis, call or text 988 (Suicide & Crisis Lifeline) or contact local emergency services (911).

Final assessment pass threshold: 80%.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Public Safety skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Explain common mental-health conditions in plain language
- Identify observable signs of acute mental-health crisis
- Apply time-distance-cover to slow an encounter down
- Adapt approach for youth, veterans, and older adults
- Recognize signs of cumulative stress and burnout in yourself and peers
- Map local crisis-system options beyond arrest or ER

WHAT'S INCLUDED

- approx. 295 min seat time
- 8 course modules
- 8 instructional videos — 8 minutes of total video runtime
- 80 knowledge-check questions, auto-graded
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español ·

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Start Here — About This Course & Crisis Resources**
 - Non-diagnostic positioning
 - Crisis resources (988, 911)
 - How the course works
 - Objective: Understand what this course is (and is not)
 - Objective: Know how to reach crisis support at any time
- **Module 2 — Mental Health Basics & Reducing Stigma in Public Safety**
 - What mental health is (and isn't)
 - Common conditions responders encounter
 - Stigma inside public-safety culture
 - Person-first, non-judgmental language
 - Objective: Explain common mental-health conditions in plain language
 - Objective: Describe how stigma affects both the public and responders
 - Objective: Model stigma-reducing language on calls and in the station
- **Module 3 — Recognizing Signs of Mental-Health Crisis**
 - Behavioral, verbal, and situational indicators
 - Suicide risk indicators and direct asking
 - Substance use and co-occurring disorders
 - When medical causes mimic crisis (excited delirium myths, hypoglycemia, TBI)
 - Objective: Identify observable signs of acute mental-health crisis
 - Objective: Distinguish crisis behavior from criminal intent
 - Objective: Recognize substance use and co-occurring presentations
- **Module 4 — De-escalation & Communication Techniques in the Field**
 - Scene slow-down: time, distance, cover
 - Active listening (LEAPS: Listen, Empathize, Ask, Paraphrase, Summarize)
 - Body positioning, tone, and one-voice contact
 - What escalates: commands, crowding, arguing with delusions
 - Objective: Apply time-distance-cover to slow an encounter down
 - Objective: Use active-listening and low-stimulation techniques
 - Objective: Avoid common escalation traps
- **Module 5 — Special Populations**
 - Youth and adolescents
 - Veterans and service-connected trauma
 - Older adults, dementia, and delirium
 - Developmental/IDD presentations
 - Homelessness and street-level realities
 - Objective: Adapt approach for youth, veterans, and older adults
 - Objective: Recognize developmental and intellectual disabilities (IDD) vs. psychosis
 - Objective: Respond to crises involving people experiencing homelessness
- **Module 6 — Responder Wellness — Stress, Trauma Exposure, Burnout & Resilience**
 - Acute vs. cumulative stress
 - Trauma exposure, PTSI, and moral injury
 - Burnout warning signs and peer checks
 - Sleep, recovery, peer support, and asking for help
 - Objective: Recognize signs of cumulative stress and burnout in yourself and peers
 - Objective: Explain trauma exposure effects on responders
 - Objective: Build a personal resilience and support plan
- **Module 7 — Resources, Referral & the Handoff**
 - 988, mobile crisis teams, and co-response models
 - Crisis stabilization units and diversion options

- Warm handoffs and follow-up
- Documentation that helps the next responder
- Objective: Map local crisis-system options beyond arrest or ER
- Objective: Execute a warm handoff to co-response and community services
- Objective: Document mental-health calls accurately and respectfully
- **Module 8 — Final Assessment (Scored — Proctored)**
 - Scenario knowledge check
 - Written final (proctored — integrity monitoring enabled)
 - Certificate issued on completion
 - Objective: Demonstrate applied mastery across all modules

COMPLETION & CERTIFICATION

Pass/Fail: passing requires a score of 70% or higher on the course knowledge checks.

Scored final assessment: passing requires 80% or higher.

The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$0 · SEHG-MH-101 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.