

# Operational Readiness for Police Officers

Effective Strategies & Practical Techniques for Addressing  
Opioid Use Disorder and Co-occurring Conditions

AT THE

Seton Hall University  
Stillman School of Business

CHANGING THE LANDSCAPE OF LEARNING



## Strengthen your crisis response skills

As a law enforcement officer, you're often the first to respond to individuals in crisis, which is why it's essential to have the right skills to handle these situations safely and effectively.

This four-hour, self-paced course is designed to give you practical strategies to manage challenges posed by the opioid crisis and handle interactions with individuals affected by Opioid Use Disorder (OUD) and co-occurring Substance Use Disorders (SUD) or Mental Health (MH) conditions. Learn to de-escalate crises, connect individuals to needed resources, and minimize risks to both you and the community.

Chiefs of Police can ensure their teams are fully prepared by enrolling officers and staff in this training, giving everyone the tools and knowledge to respond confidently in high-stress situations.



## Why this course matters

- **Enhance Your Safety & Control:** Learn proven de-escalation techniques that reduce risks to both officers and the individuals in crisis.
- **Master Real-World Crisis Skills:** Apply practical strategies in real-world scenarios, giving you the tools to handle high-stress situations involving Opioid Use Disorder (OUD).
- **Build Stronger Community Connections:** Use collaboration and referral networks to connect individuals in crisis with the resources they need, improving outcomes for both the community and law enforcement.
- **Reduce Liability & Risk:** Gain a deeper understanding of legal considerations and best practices, helping you make informed decisions that minimize liability during crisis intervention.
- **Tools & Resources:** Utilize a complete toolkit, including a personal assessment, workbook, eBooks, posters, and more, to reinforce your learning and apply strategies in the field.

## OVERVIEW OF THE FOUR MODULES

### 1 Understanding OUD & Co-occurring Conditions

Learn the basics of **Opioid Use Disorder (OUD)**, how it affects individuals, and its relationship with co-occurring mental health disorders. This module will equip you to recognize the signs of OUD and understand the legal rights of individuals in crisis, so you can respond with care and professionalism.

### 2 Recognizing & Responding to OUD

Master the skills of **verbal and non-verbal de-escalation** to safely manage crises involving individuals with OUD. You'll also learn how to assess an individual's state and respond effectively in high-risk situations, using techniques that prioritize safety and trust-building.

### 3 Best Practices for Field Collaboration

Explore harm reduction strategies and understand how to collaborate with local resources, treatment providers, and **Crisis Intervention Teams (CIT)** to build referral networks. Connect individuals in crisis with the right support and treatment options.

### 4 Real-World Application & Resource Utilization

Apply what you've learned in real-world scenarios. This module walks you through practical exercises that simulate crises in both public and residential settings, using the **CARE approach** to de-escalate situations and make effective referrals.

## Key takeaways: Essential skills and knowledge you'll take into the field

- **Effective Crisis De-escalation:** Gain confidence in using both verbal and non-verbal techniques to safely de-escalate high-tension situations involving individuals with OUD or co-occurring mental health conditions.
- **The CARE Approach:** Learn and apply the CARE approach (Calm, Assess, Respond, Engage) in real-world scenarios, ensuring safety for yourself, individuals in crisis, and the public.
- **Collaboration & Resource Utilization:** Develop strong collaboration skills by working with Crisis Intervention Teams (CIT), treatment providers, and community resources to support individuals in crisis and provide appropriate referrals.
- **Leverage & Maximize Resources:** Learn how to effectively utilize local and national resources, treatment providers, and referral networks to connect individuals in crisis with the care needed for recovery.
- **Legal Awareness & Risk Management:** Understand the legal rights of individuals with OUD and best practices to minimize liability and ensure compliance with de-escalation and crisis response protocols.

## Who should attend?

**Chiefs of Police | Law Enforcement Officers | First Responders | Frontline Staff | CIT Teams**

Prepare your department to confidently respond to opioid and mental health crises. In just four hours, this course will reduce liability, improve public safety, and strengthen your community relationships.

**\$450 each** - All participants receive a **Seton Hall University Stillman School of Business** certificate.