

CRISIS INTERVENTION TEAM TRAINING  
BEXAR COUNTY SHERIFF'S OFFICE

**THE FAMILY PERSPECTIVE**

**INSTRUCTORS:**



**I. Goal:**

The goal of this course is to provide officers with insight to what family members deal with regarding their loved ones who are mentally ill.

**II. Preparation:**

The training will be delivered through lecture.

**III. Learning Objectives:**

21.1 Officers will develop the ability to identify feelings that might be expressed by families of persons with mental illness.

**CRISIS INTERVENTION TEAM TRAINING  
BEXAR COUNTY SHERIFF'S OFFICE**

**22.1 Officers will develop the ability to identify feelings that might be expressed by families of persons with mental illness.**

**Feelings**

Consumer will speak of issues involving family members who are mentally ill.

**NAMI San Antonio Presents**

Acute Episode of Illness  
Is a Family Crisis

**Education Services**

Education is an essential part of understanding and coping with mental illness.

**Three Stages of Family Emotional Responses**

- I. Dealing w/Catastrophic Events
- II. Learning to Cope
- III. Moving into Advocacy

**Dealing with Catastrophic Events**

Crisis/Chaos/Shock  
Denial/Normalizing  
Hoping Against Hope

Needs: Support, Comfort, Empathy for confusion,  
Help finding resources, Crisis intervention,  
Prognosis, Empathy for pain, NAMI

**Learning to Cope**

**CRISIS INTERVENTION TEAM TRAINING  
BEXAR COUNTY SHERIFF'S OFFICE**

Anger/Guilt/Resentment  
Recognition  
Grief

NEEDS: Vent feelings, Keep hope, Education,  
Self-care, Networking, Skill training, Letting go,  
Cooperation from the system, NAMI

**Moving into Advocacy**

Understanding  
Acceptance  
Advocacy/Action

NEEDS: Activism, Restoring balance in life,  
Responsiveness from System, NAMI

**Notes:**

CRISIS INTERVENTION TEAM TRAINING  
BEXAR COUNTY SHERIFF'S OFFICE

## The Consumer' Perspective

*National Alliance on Mental Illness – San Antonio*

### *Objectives*

- Officers will develop the ability to identify the feelings of the person who is mentally ill.
- Officers will show ability to identify the elements of a constructive response by a peace officer

### Video Presentation.....



The image shows a logo for NAMI-SAT (National Alliance on Mental Illness - San Antonio) on the left, featuring a white outline of Texas with a yellow sunburst behind it. To the right of the logo, the text reads: "NATIONAL ALLIANCE ON MENTAL ILLNESS", "SAN ANTONIO AFFILIATE", "P.O. Box 15348", "510 BELKNAP PLACE, ROOM 242", "SAN ANTONIO, TX 78212". At the bottom, there is a blue banner with contact information: "Phone: (210) 734-3349", "Fax: (210) 734-9596", and "Email: [namisat@aol.com](mailto:namisat@aol.com)".

CRISIS INTERVENTION TEAM TRAINING  
BEXAR COUNTY SHERIFF'S OFFICE

**Notes:**

**CRISIS INTERVENTION TEAM TRAINING  
BEXAR COUNTY SHERIFF'S OFFICE**