



# Burbank Police Department

Rafael Quintero, Chief of Police

## LESSON PLAN

<b>LESSON TITLE:</b>	-Creating an Unforgettable Customer Experience (5 hours) -Mental Health Training Update (3 hours)
<b>INSTRUCTORS:</b>	-Retired Whittier PD Sergeant James Uhl -BPD Mental Health Evaluation Team
<b>LESSON TOTAL TIME:</b>	8 Hours
<b>LEARNING OBJECTIVE:</b>	-Purpose and methods to provide better customer experience -Assist individuals dealing with mental health challenges
<b>COMPLETION STANDARDS:</b>	All sergeants and below must attend
<b>INSTRUCTIONAL METHOD:</b>	Lecture/Practical Application/Demonstration
<b>RESOURCES NEEDED:</b>	Classroom training
<b>LESSON PLAN REVISION DATE:</b>	February 2026
<b>APPROVAL:</b>	Sergeant J. Dugas

Content	Instructor Notes
Lecture, Discussion, Instruction, and Practical Application	<ul style="list-style-type: none"><li>• Course content delivered in a classroom setting</li><li>• Content focused on delivering an exceptional customer experience</li><li>• Understanding dementia and how law enforcement can assist</li><li>• Review SB 43 which provided additional criteria for gravely disabled</li></ul>
Drills	<ul style="list-style-type: none"><li>• Students will demonstrate the understanding of the above topics through class conversation and scenario-based discussions</li></ul>