



## **First Contact 9-1-1, LLC**

P.O. Box 1815  
Morgan Hill, CA 95038  
(866) 613.1911  
[www.firstcontact911.com](http://www.firstcontact911.com)

### **Managing 9-1-1 Stress**

It's nothing new to you that stress can run rampant in the Dispatch Center. What can we do to relieve our stress, to sleep better, to eat better, to deal with people better? How we handle our stress within the Center can be reflected in how we treat the people we most care about once we get home. Unless we have a relationship with someone working in 'the field' (and many dispatchers do) most of the people around us have no realistic idea of what we do at work, and how stressful it can be.

Often called 'emotional hazardous materials', the signs and symptoms of dispatch stress can infect everyone we contact. How can we turn back the tide?

We'll cover the causes, signs and symptoms of stress, it's effects on our physical and mental well-being, and give you some realistic alternatives towards managing that stress. We'll also discuss how dispatch Peer Counselors may be a valuable asset to your Dispatch Center, and make you aware of Critical Incident Stress Debriefings and Defusings that help take the mental pressure off your team if they've worked that Officer Down, Line of Duty Death or other Critical Incident.

Our Instructors have special training in the types of issues that cause dispatch personnel the most stress. As Peer Counselors, they're used to talking to field personnel on a field level. Whether it's the day-to-day stress working on 'The Board, or the Critical Incident like the events of September 11<sup>th</sup>, our team has the experience and the compassion to make a difference. You'll leave the class refreshed, relaxed, and you'll come away with a better understanding of what your stressors are, and how to better manage them.

Contact our Customer Care Line at (866) 613-1911 for further information.