

SOUTHWESTERN ILLINOIS LAW ENFORCEMENT COMMISSION

Mobile Team ASSIST #14

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MANDATES: .5 Hr. Crisis Intervention, 1 Hr. Human Rights
and 5 Hrs. Officer Wellness & Mental Health

P R E S E N T S

8 Hours



The Hero's Choice:

Stress Reduction Strategies for the 911 Professional

Thursday, November 7, 2024- 8 AM/5 PM

WHERE: SILEC Campus (Dixon Building)
2300 West Main Street, Belleville IL 62226

WHO: Ted Bourgeois

REGISTER: Visit our website www.silec.org. **LIMIT 30!**

This comprehensive eight-hour course is designed to equip 911 professionals with the essential knowledge and skills needed to effectively manage stress and prioritize their mental health. We will begin with an exploration of stress and an engaging exercise that will encourage students to reflect on their initial associations with stress. The program introduces mental health stigmas, shedding light on stereotypical views about mental health, particularly within the police, fire, and dispatch culture and goes on to define what it is to be a HERO. Honesty, ethics, resiliency, organizational culture, and self-care all play a vital role in being able to perform the essential functions of a dispatcher, even during times of crisis.

By the conclusion of this training, 911 dispatchers and call-takers will have gained a complete understanding of stress management and will be armed with the knowledge and resources to navigate the unique challenges of their professions.

At the end of this unit the trainee will be able to:

1. Define stress and recognize the various stressors that impact 911 dispatchers and call-takers.

2. Identify the physiological and psychological reactions to stress.
3. Recognize what stress feels like within their own bodies.
4. Understand the mental health stigma associated with stress and develop strategies for overcoming it.
5. Better understand how stress is linked to ethics in the 911 profession.
6. Contribute to a culture of well-being and support within their 911 organizations, fostering resilience and enhancing the overall work environment.

Funding made available by the Illinois Law Enforcement Training and Standards Board, Southwestern Illinois Law Enforcement Commission, ASSIST #14 Partnership and the seven counties of Bond, Clinton, Madison, Monroe, Randolph, St. Clair and Washington. MTU #14 request for certification of this course has been approved by the Illinois Law Enforcement Training and Standards Board.