

# APCO Institute Training Course

## ***Stress in Emergency Communications: Recognition, Reduction and Management***

**Location:** Las Vegas, Nevada  
**Date:** August 16, 2009  
**Time:** 8:00 a.m. – 5:00 p.m.  
**Tuition** \$150.00  
**Course #** 27406  
APCO Members receive a \$20 discount

**\*\*APCO Intl. 75<sup>th</sup> Annual Conference & Expo\*\***  
**Pre-conference Course**

The field of emergency communications is by its very nature, stressful. From the frantic call of a parent who just found their baby not breathing, to a motorist injured in an accident on a strange roadway, telecommunicators are the life link to thousands of people each day. These dedicated people must be the calm, reassuring voice that ensures that help is but that call away. All too often however, intense emotions and other damaging stress reactions are caused by visual images brought on by events never seen and the vicarious traumatization that comes with helping others. These stress reactions can, and often do, take a toll on even the most seasoned telecommunicator.

At the completion of this course, participants will be able to:

- Define stress
- Recognize the causes and risk factors of stress
- Recognize the signs and symptoms of stress
- Recognize the professional cost of stress
- Understand how Telecommunicators are impacted by stress
- Better manage their own stress and that of those around them
- Properly define CISM
- Understand the principles of CISM
- Identify resources available to assist with managing stress

Instructor: Paul V. Jockimo - Over 25 years in Emergency Services  
- President: Peer Support Networks, Inc.  
- President – CISM Network of New York State  
- Faculty Member, International Critical Incident Stress Foundation (ICISF)  
- Co-Coordinator, World Trade Center CISM Support Services

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### **Co-host/Contact:**

APCO Institute  
Vicki Menzel  
386-944-2485

### **Lodging:**

Las Vegas Hilton  
3000 Paradise Road  
Las Vegas, NV 89109  
888-732-7117  
(702)-732-5111

### **Class Location:**

Las Vegas Hilton Conference Ctr.  
**Conference Room 9**  
3000 Paradise Road  
Las Vegas, NV 89109

To register for this or any APCO Institute course,  
please visit our Web site at:

[http://www.apcointl.com/institute/schedule\\_registration.htm](http://www.apcointl.com/institute/schedule_registration.htm)



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