



IT'S TIME to Join Jay Scott and tap into...

The Power of 9-1-1 Peer Support™

Praise for "Peer Support":

"The people attending the class really drove the content and material. Makes learning more realistic and easier to apply to the workplace."

"Great class and really felt I learned many great ways to support coworkers and family who are struggling. Thanks!"

"The most helpful class that's specifically for 911 operators that I've ever attended."

DATES:

February 29

8am-5pm ET

-or-

March 7

8am-5pm ET

LOCATION:

Bradley County 911
1555 Guthrie Dr NW
Cleveland TN 37311

TO REGISTER:

E-mail:

info@911training.net

On-line:

www.911training.net

Phone:

231-622-1600

"This was the best training I've been to – every dispatcher should take it!"

No one 'gets' the life of the 9-1-1 Pro like a 9-1-1 Pro. When the combo of stress from work and home piles up, even the best and most seasoned dispatchers can struggle. And more and more of our PSAPs have experienced major traumatic experiences they just didn't know how to face. But what happens when you, as a PSAP family, are prepared to come alongside each other as you travel through these hardships? You can prevent burnout, improve morale, and help your peers feel encouraged and desire to stay on board.

Whether your agency is planning to build a Certified Peer Support Program or not, this introductory course is a great way to learn about the critical basics and benefits of peer support.

Here's what you'll experience in this unique course...

- Learn the importance and power of 911 Peer Support for the dispatcher and the center's daily life together
- Discover how practicing Peer Support can decrease toxic, draining gossip and boost more positive energy in the comm center
- Understand the benefits & limitations of lay peer support, what it is and what it is not
- Clarify the critical importance of confidentiality and how to honor it in complicated situations
- Learn when & how to refer and guide peers to professional assistance

○ CLASS FEE: **\$259/person**

Note: To fully equip your personnel to deliver peer support, please see our 3-day course, *The Certified Peer Supporter*.

About the Course Instructor

Jay has over a decade of experience serving in the 9-1-1 industry. He is a 9-1-1 Quality Assurance Supervisor and subject matter expert in emergency medical dispatching protocols. Jay began his 9-1-1 career as a call-taker, soon promoted to Communications Training Officer, responsible for helping to onboard new hires and shape training policy and curriculum. In 2014, Jason became an EMS and Fire Dispatcher and was named head of his agency's Morale Team.

Jay has extensive experience in creating classroom training targeted for 9-1-1 professionals but has also conducted training for civilians assisting 9-1-1 during natural disasters. He is an IAED certified Emergency Telecommunicator Course Instructor and provides consultation helping agencies adopt the LifeBridges Suicide Protocol and build dispatcher confidence using the protocol.

