

COURSE DESCRIPTION

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

CO-HOST INFORMATION

Host: Cameron County Emergency Communications District

Contact: Jose Garcia
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CLASS INFORMATION

Class # 52284

Date: April 11, 2019

Time: 8:00am – 5:00pm

Tuition: **\$199.00**
** APCO Full, Associate and Commercial Members receive a \$20 discount*

Location: Cameron County Emergency Communications District
501 Camelot Drive
Harlingen, TX 78550

LODGING

Hampton Inn & Suites	Residence Inn - Marriot
1202 S. Ed Carey Dr. Harlingen, TX 78550 Ph. (956) 428-9800 <i>1 mile from class site</i>	109 Bass Pro Dr. Harlingen, TX 78550 Ph. (956) 230-1662 <i>4.6 miles from class site</i>

**Lodging suggested by host agency*

Airport: Valley International
4.4 miles from class site

REGISTRATION

To Register: visit our website at:
[Schedule and Registration Page](#)

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00
A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.