

Federal Resources for Health and Wellness Programs for 9-1-1 Professionals

The Problem:

Public safety telecommunicators protect and save lives every day, but they suffer substantial impacts to their mental health as part of their role in emergency response. Coaching a panicked caller through CPR, responding to cries for help during an assault, and dealing with other traumatic events takes a toll.

Some emergency communications centers have established programs to support wellness and mitigate the impact of job-related trauma, but federal support is needed to make these programs widely available. Supporting these professionals is the right thing to do, and it will help to address the staffing shortages in 9-1-1.

The Solution:

Congress can provide much-needed support for 9-1-1 professionals by enacting the PROTECT 9-1-1 Act.

- The Providing Resources and Occupational Training for Emotional Crisis and Trauma in 9-1-1 (PROTECT 9-1-1) Act ([H.R. 2763](#)) is a bipartisan bill that would implement several measures to advance health and wellness for 9-1-1 professionals. This includes, among other things, establishing a grant program to support health and wellness programs in 9-1-1 centers and developing best practices to identify, prevent, and treat posttraumatic stress disorder in public safety telecommunicators.
- Depression, anxiety, and PTSD are serious problems for 9-1-1 professionals. Imagine the stress of coaching a panicked caller through CPR, responding to cries for help during an assault, or dealing with other traumatic events.
- Research has shown that one in seven 9-1-1 professionals admitted to recent suicidal thinking. Supporting these professionals is the right thing to do, and it will help to address the staffing shortages in 9-1-1.