



# OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training  
Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • [www.oaklandcc.edu/crest/](http://www.oaklandcc.edu/crest/)



OAKLAND  
DISPATCH  
ACADEMY  
SERVICE THROUGH EDUCATION

## MANAGING 911 STRESS

**INSTRUCTOR:** Cathy "C.J." Jones-Gooding is Communications Director for Hilton Head's South Carolina 9-1-1 Communications Center. She has over fifteen years of experience and her certifications include: Emergency Medical Dispatcher (with honors) and a Quality Assurance certificate, both through the National Academy of Emergency Medical Dispatch; NIMS IS-700 and 800 through FEMA; and has completed the Communications Center Supervisor Course through APCO. She is also a member of APCO and NENA. She is a former firefighter/EMT.

**COURSE DESCRIPTION:** This class will cover the causes, signs and symptoms of stress, its effects on our physical and mental well-being, and give you some realistic alternatives towards managing that stress. We'll also discuss how dispatch Peer Counselors may be a valuable asset to your Dispatch Center, and make you aware of Critical Incident Stress Debriefings and Defusings that help take the mental pressure off your team if they've worked that Officer Down, Line of Duty Death or other Critical Incident. **Module II approved.**

### TOPICS COVERED:

- Physical signs of stress
- Emotional signs of stress
- Psychological signs of stress
- Operational effectiveness factors and stress
- Diseases attributed to stress
- Stress and the dispatcher
- Critical incident stress
- Our dispatch stressors
- Our stressful work environment
- How we handle stressful critical events
- What do we need?
- Larger issues from stress
- Coping techniques
- Coping mechanisms
- The supervisor's role
- Assistance programs
- Critical incident stress debriefing

**COURSE NAME:** Managing 911 Stress

**DATE:** May 23, 2019

**TIME:** 8:00 am - 4:30 pm

**COST:** \$200.00 (911 SNC Module II Approval #OCC200910A)

**LOCATION:** Oakland Community College  
Auburn Hills Campus - J-Building  
2900 Featherstone Road  
Auburn Hills, MI 48326-2845

**REGISTRATION:** Phone: 248.232.4220  
Fax: 248.232.4225

**QUESTIONS:** [911training@oaklandcc.edu](mailto:911training@oaklandcc.edu)

– This Course is SNC Approved – Module II –

**CANCELLATION POLICY:** Class reservations may be cancelled up to 7 calendar days prior to the first day of class with a 100% refund, less than 7 days, but prior to the first day of class with a 50% refund, on the first day of class with a 0% refund. All "no shows" will be charged full price. Please include the registered person's name, course name and date, your signature and date. Students are responsible for amounts not covered by third party sponsors or departments unwilling to satisfy the invoice.



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