

## 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:** Montana Highway Patrol  
**Contact:** Sgt. Andrew Knapp  
[drknapp@mt.gov](mailto:drknapp@mt.gov)  
Ph. (406) 841-7001

## CLASS INFORMATION

**Class #** 43032  
**Date:** June 15, 2016  
**Time:** 8:00am – 5:00pm  
**Tuition:** **\$199.00**  
*\* APCO Full and Commercial Members receive a \$20 discount*

**Location:** **Fort Harrison Regional Training Institute Bldg. 401**  
1956 MT Majo St.  
Fort Harrison, MT 59636

## LODGING \*

Comfort Inn	Quality Inn
3180 North Washington Helena, MT 59602 Ph. (406) 495-0505 <i>6 miles from class site</i>	2300 North Oakes Helena, MT 59601 Ph. (406) 442-3064 <i>5 miles from class site</i>

*\*Lodging suggested by host agency*

**Airport: Helena Regional**  
*8 miles from class site*

## REGISTRATION

**To Register:** visit our website at:  
[http://www.apcointl.com/institute/schedule\\_registration.htm](http://www.apcointl.com/institute/schedule_registration.htm)

### 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.