

Call Processing Incidents Involving Veterans with PTSD

SEMINAR DESCRIPTION

This course provides information regarding the challenges that returning military veterans are facing and to prepare Telecommunicators for the possibility of interaction with Veterans in crisis. The focus is on Veterans suffering from Post-Traumatic Stress Disorder or Traumatic Brain Injury.

REGISTRATION

Visit our website at:

http://www.apcointl.com/institute/schedule_registration.html

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.

CO-HOST INFORMATION

Host: Holyoke Community College Police Dept.

Contact: Jeremie Meyer

jmeyer@hcc.edu

Ph. (413) 552-2400 / (860) 372-8891

CLASS INFORMATION

Class #: 43806

Date: 13 March 2018

Time: 8:00am – 5:00pm

Tuition: **\$199.00**

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

Location: Holyoke Community College
Kittredge Center Building
303 Homestead Ave.
Holyoke MA 01040

LODGING *

Fairfield Inn & Suites by Marriott

229 Whiting Farms Rd.
Holyoke, MA 01040
Ph. (888) 236-2427
3.4 miles from class site

Homewood Suites by Hilton

375 Whitney Ave.
Holyoke, MA 01040
Ph. (800) CALL HOME
2.6 miles from class site

**Lodging suggested by host agency*

Airport: *Bradley International Airport (BDL)*

30 miles from class site