

Critical Incident Stress Management and Peer Support for 911 Dispatchers



Boston
Brookline
Cambridge
Chelsea



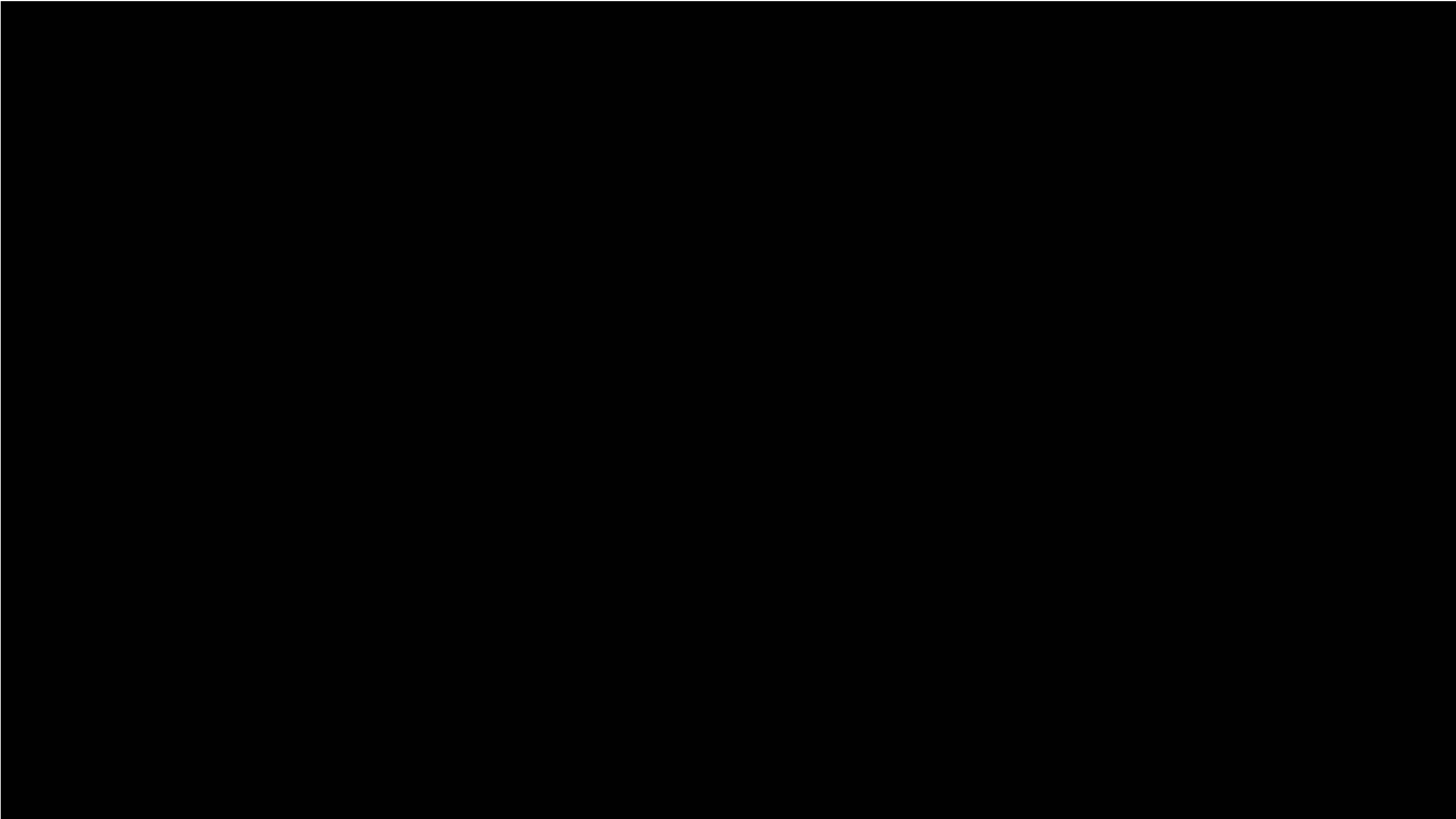


Introductions

- Anne Camaro
- Chris Markunas
- Daniel Lally
- Kevin Lessard
- Tony Landry
- Liz Belmonte

How have the calls you've handled affected you?





How have the calls you've handled affected your family?





Growing up 911

- Sabrina Thomas
 - Liz Belmonte's daughter

What are we doing about it?





CISM & Peer Support

- Coming together
- Agency support
- Process of recognition under the Massachusetts Peer Support Network
- Structure
- Training
- Meetings
- Defusions, Debriefings, & Peer Support