

Emergency Communications PTS

9-1-1 Dispatchers report significant emotional distress related to call handling which puts them at risk for Post-Traumatic Stress (PTS)

Signs & Symptoms

- Irritability, hostility, hypervigilance, self-destructive behavior
- Flashbacks, severe anxiety
- Loss of interest or pleasure, guilt
 - Loneliness
- Insomnia or nightmares

The rate of
PTS across
emergency
communications
is between 18
and 24%

Resources

- Counseling
- Friends & Family
- Peer Support Group
- Employee Assistance Program (EAP)



National Suicide
Prevention Lifeline
1-800-273-8255