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