9-1-1 personnel experience high levels of stress and vicarious trauma when handling critical incidents, such as officer-involved deaths, child drownings, natural disasters, active shooter incidents, and mass casualty events. Due to the vicarious trauma 9-1-1 personnel experience, they are susceptible to illnesses like post traumatic stress.

**RESPONSE RELATED TRAUMA**
- Child CPR
- Fire Fatality
- Family Emergency
- Active Shooter
- Mass Casualty Event
- Responder Injury or Death
- Natural Disaster
- Prolonged High Anxiety Incidents (riots, COVID-19, protests)

**OCCUPATIONAL & SITUATIONAL STRESSORS**
- Staffing Shortages
- Long Sedentary Hours
- Personal Tragedies
- Volume of High Priority Calls

**DURING THE CRITICAL HOUR(S)**
- Stand-Up & Work Through the Storm
- Recovery Phase
- Realization Stage
- Recognition Stage
- Rehabilitation Stage

**PROACTIVE PREVENTIVE MEASURES**
- Work with Public Safety Partners
- Reach Out Shortly After the Incident
  - Mental Health and/or Spiritual Professional
- After Action-Debrief (Invite)
- Co-Train—Hostage Negotiation, CISM, OEM Training
- Have a Support System