

**SOUTHWESTERN ILLINOIS LAW ENFORCEMENT COMMISSION
Mobile Team ASSIST #14**

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This course is pending ILETSB approval

P R E S E N T S

8 HOUR

DISPATCHERS- VICARIOUS TRAUMA

FRIDAY, FEBRUARY 13, 2026 – 8 AM/ 5 PM

WHO: Dr. Olivia Johnson

WHERE: SILEC Training Room- DC006
2300 West Main St., Belleville, IL. 62226

TO REGISTER: Visit our website www.silec.org. **Limit 15.**

These everyday professionals are burdened with call after call, oftentimes with no breaks to process any of them. Many agencies are operating shorthanded/understaffed which places additional burdens on emergency services personnel. This course will help attendees to identify signs and symptoms of vicarious trauma, stress and PTSD and identify methods to cope and improve personal resilience.

OUTLINE:

- Define Vicarious Trauma, Stress, and Critical Incident Stress & PTSD
- Recognize the Role the Job Plays in Trauma, Stress and PTSD
- Identifying Signs and Symptoms
- Recognize Personal Risk Factors
- Recognize the Type of Calls that Cause Stress
- Identify Things Inside/Outside your Personal Control
- Acquire Skills to Help De Stress at work and Home
- Develop Positive Coping Mechanisms
- Increase Personal Resilience through Skill Development
- Recognize Physical, Emotional, Psychological, and Behavioral Issues Associated with Vicarious Stress Trauma
- Acquire Skills Necessary to Communicate with Peers
- Recognize that no One is Immune from the Effects of Stress & Trauma
- Learn to Manage Home/Work Balance and Demands

Funding made available by the Illinois Law Enforcement Training and Standards Board, Southwestern Illinois Law Enforcement Commission, ASSIST #14 Partnership and the seven counties of Bond, Clinton, Madison, Monroe, Randolph, St. Clair and Washington. MTU #14 request for certification of this course has been approved by the Illinois Law Enforcement Training and Standards Board.