

Well-Being in the Emergency Communication Center

Addressing the Risks

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Arlington County Emergency Communications Center

The Thin Gold Line

- Stress in the ECC has always been understood anecdotally
- Ranked among the top most stressful jobs (7th per salary.com)
- Minimal academic or scientific research
- Fairfax Police Incident Support Services survey was the first semi-scientific survey conducted that included ECC.



2019 Virginia Public Safety Mental Health Pilot Survey

- 26 Public Safety Agencies
 - PD, FD, and ECC
- 5 Dispatch Centers
 - Arlington
 - Fairfax
 - Harrisonburg
 - Leesburg
 - Prince William
- 4900 total respondents
- Analysis by US Marshals Service

2019 VIRGINIA PUBLIC SAFETY MENTAL HEALTH PILOT SURVEY

Director Jaysyn Carson, Dr. Jill Milloy and Dr. Colby Mills
Fairfax County Police Department
Incident Support Services

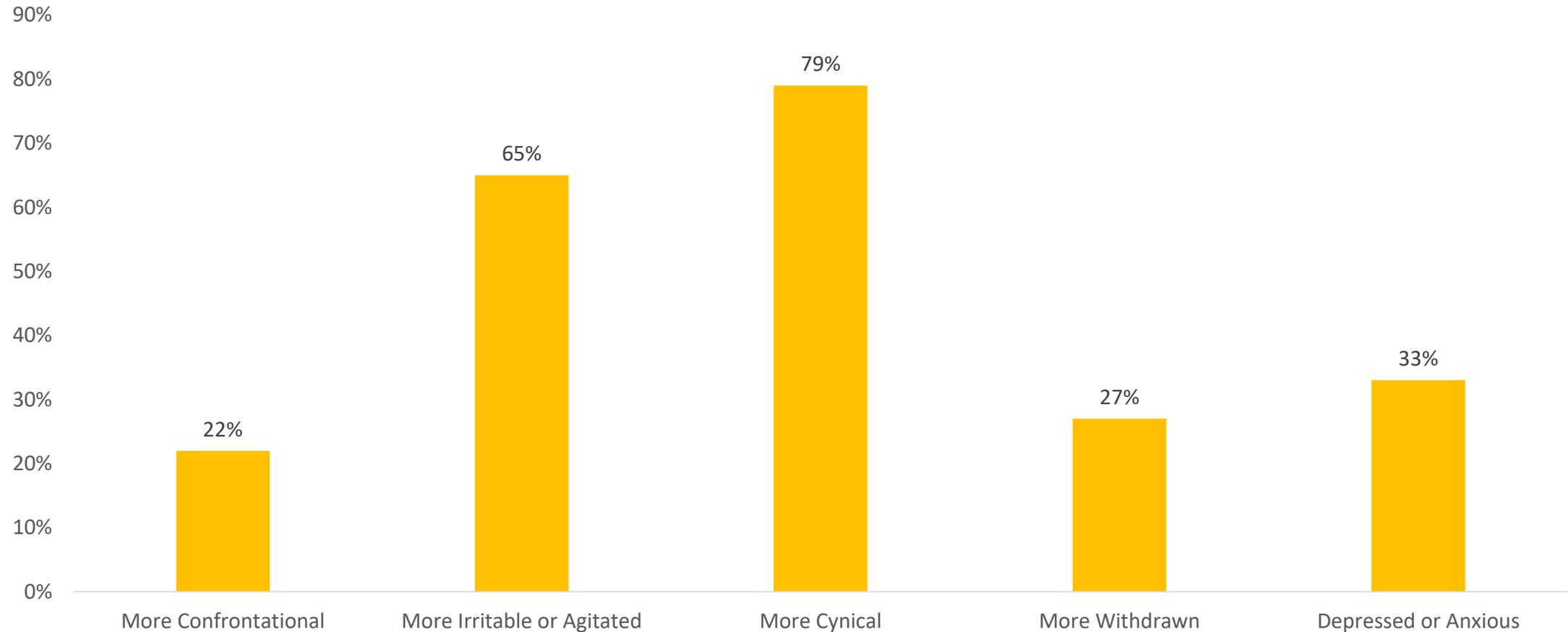
Dr. Michael Bourke, Chief Psychologist
United States Marshals Service
Behavioral Analysis Unit

Robert Grillo, Supervisory Investigative Research Analyst
United States Marshals Service
Behavioral Analysis Unit

Fairfax Coalition of Police
IUPA
LOCAL 5000
In unity strength

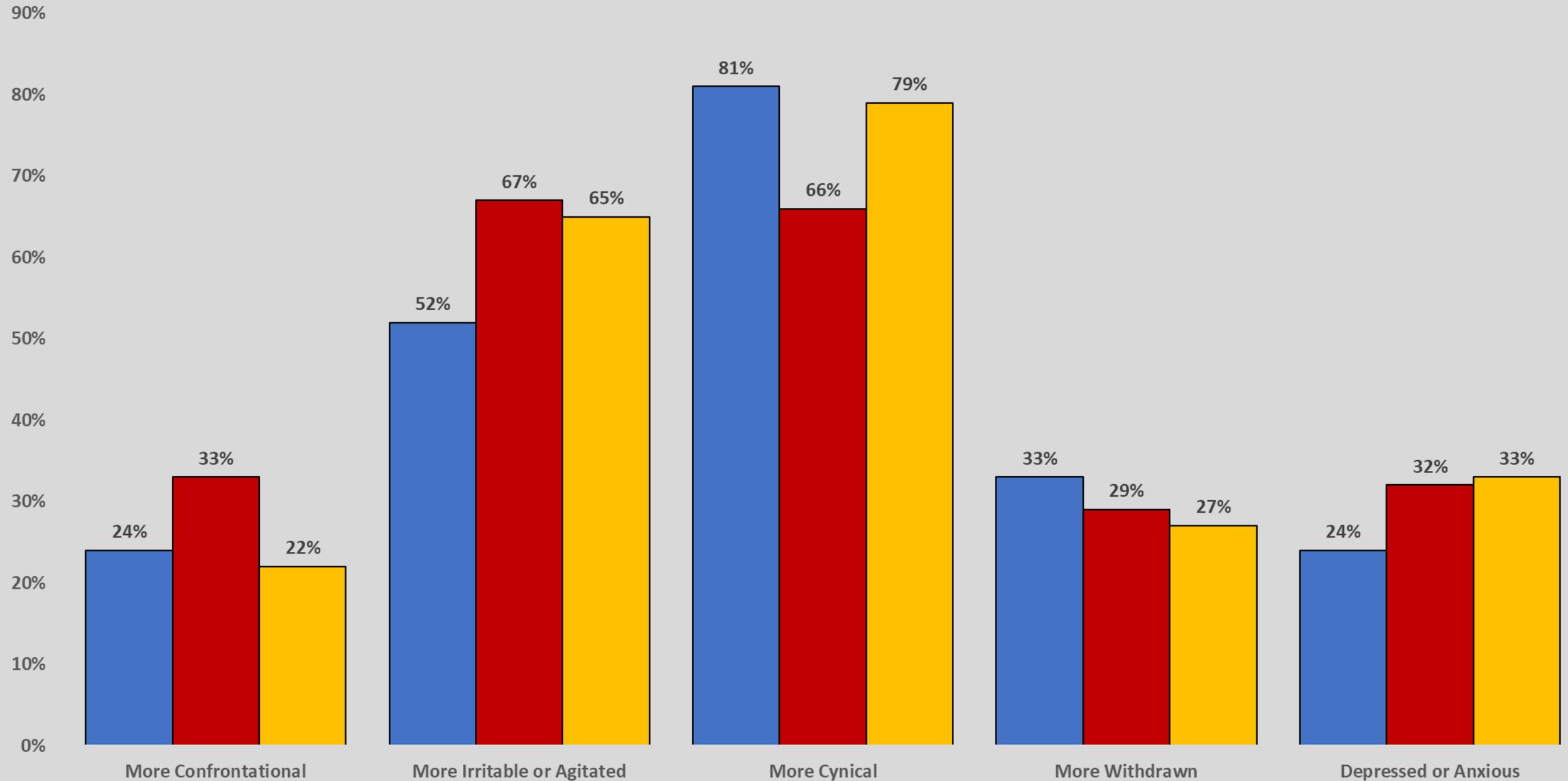
This survey is the property of the Fairfax Coalition of Police Local 5000

“If you have changed for the worst ... in what way?”

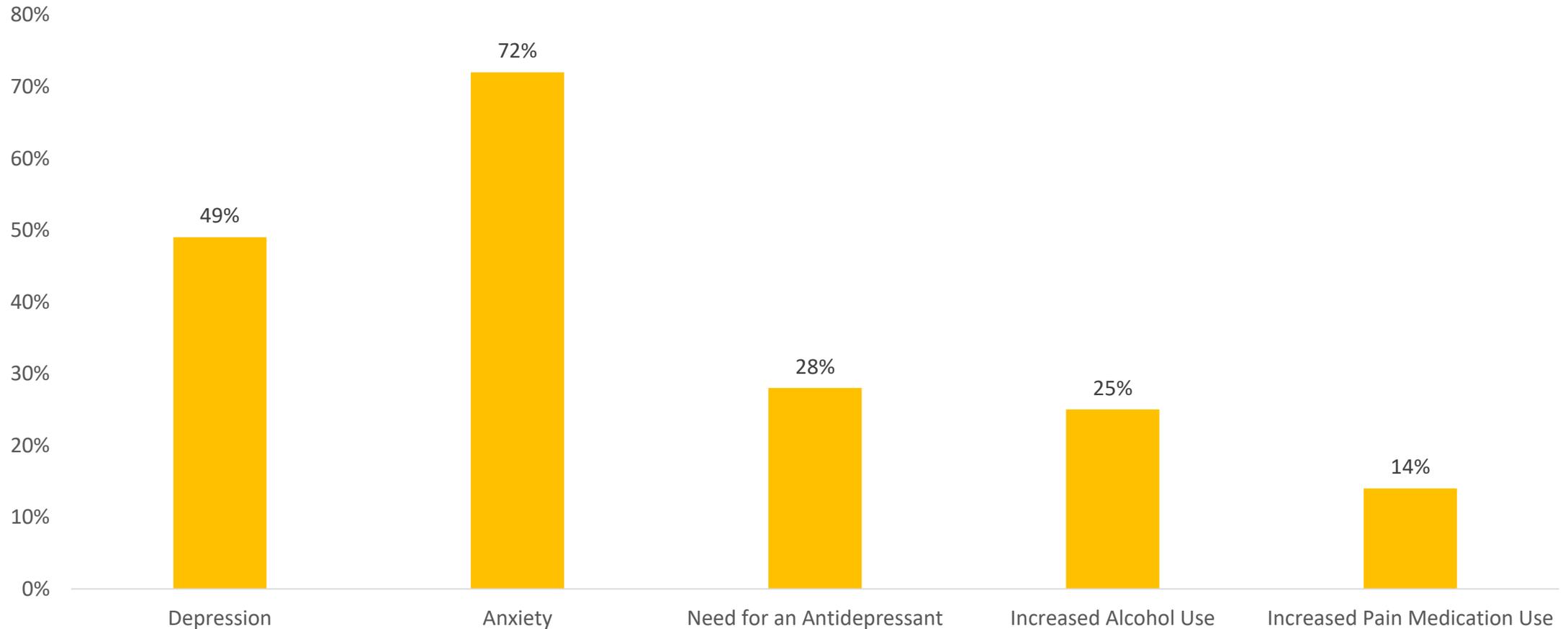


If you have changed for the worse, in what way?

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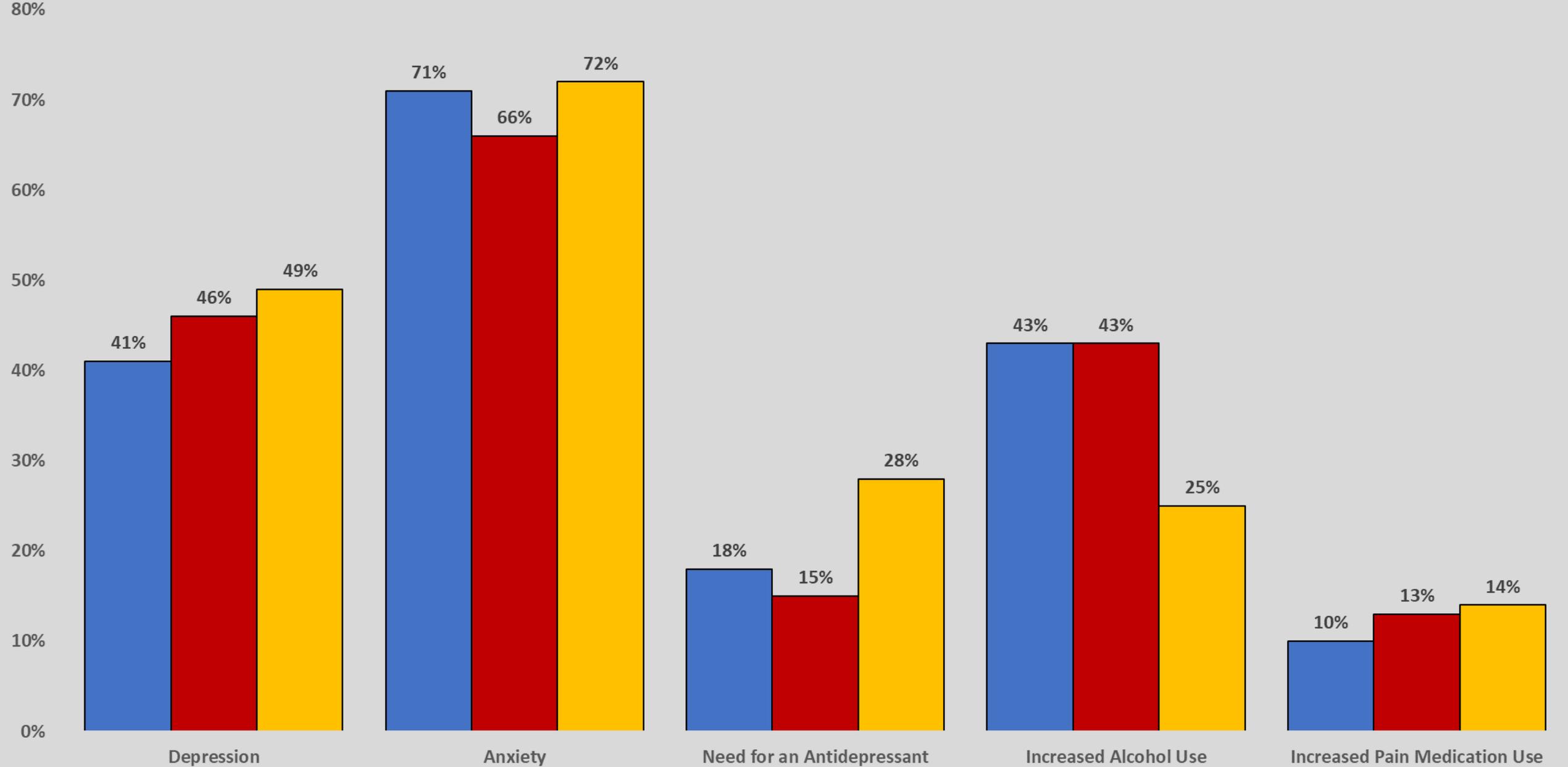


“Do you think working in the Public Safety field has caused any of the listed concerns?”

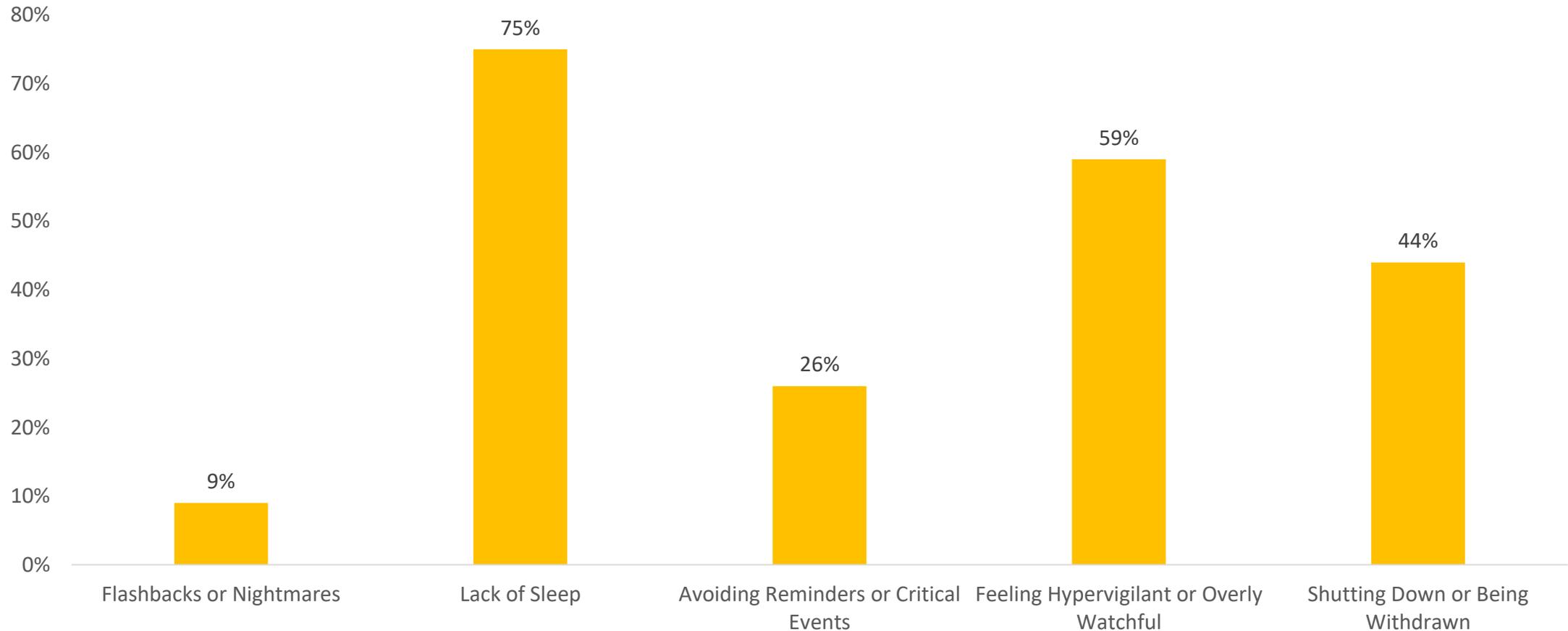


Do you think working in the Public Safety field has caused any of the listed concerns?

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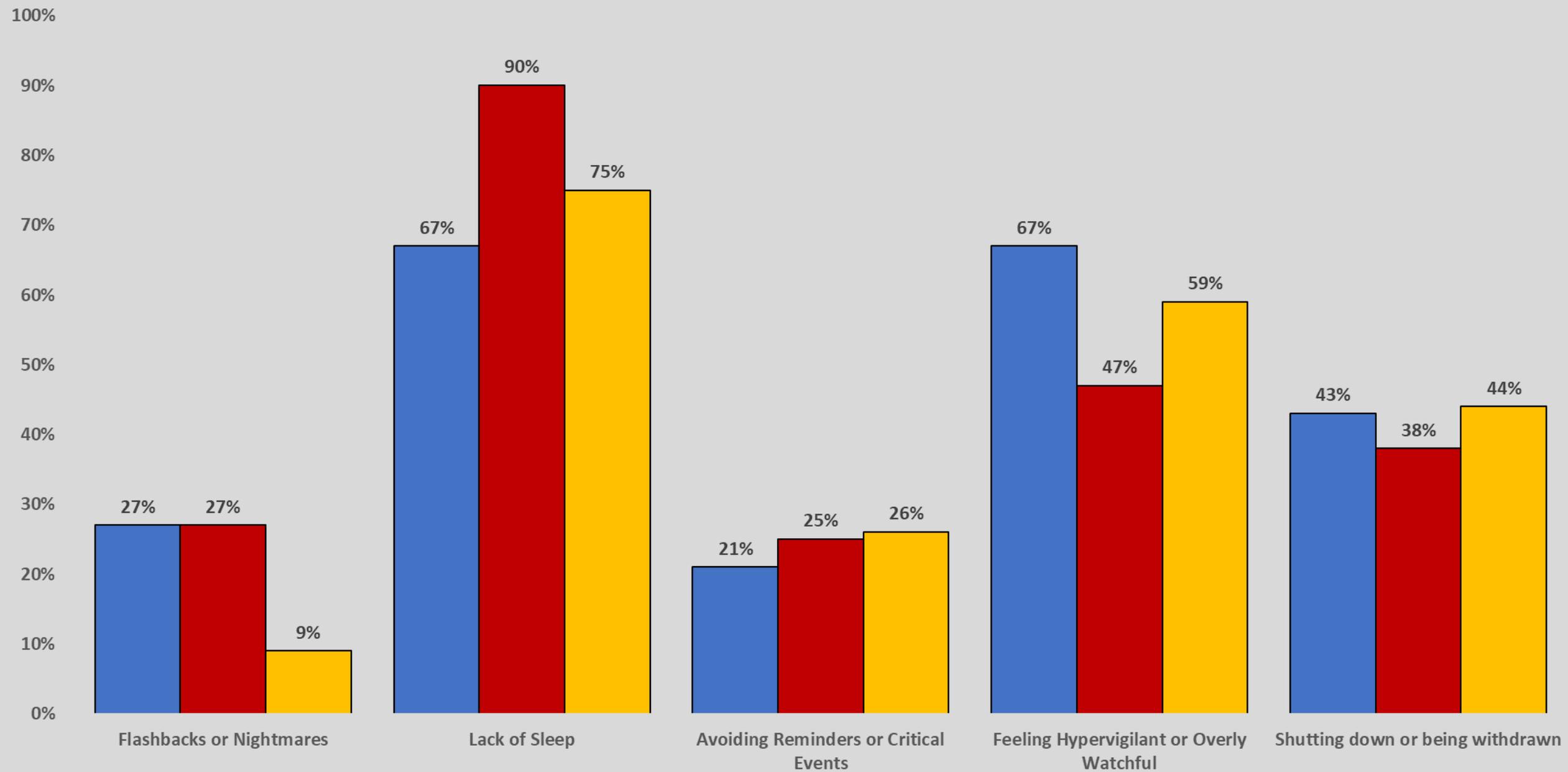


“Do you experience any of the following from working in the Public Safety Field?”



Do you experience any of the following from working in the Public Safety field?

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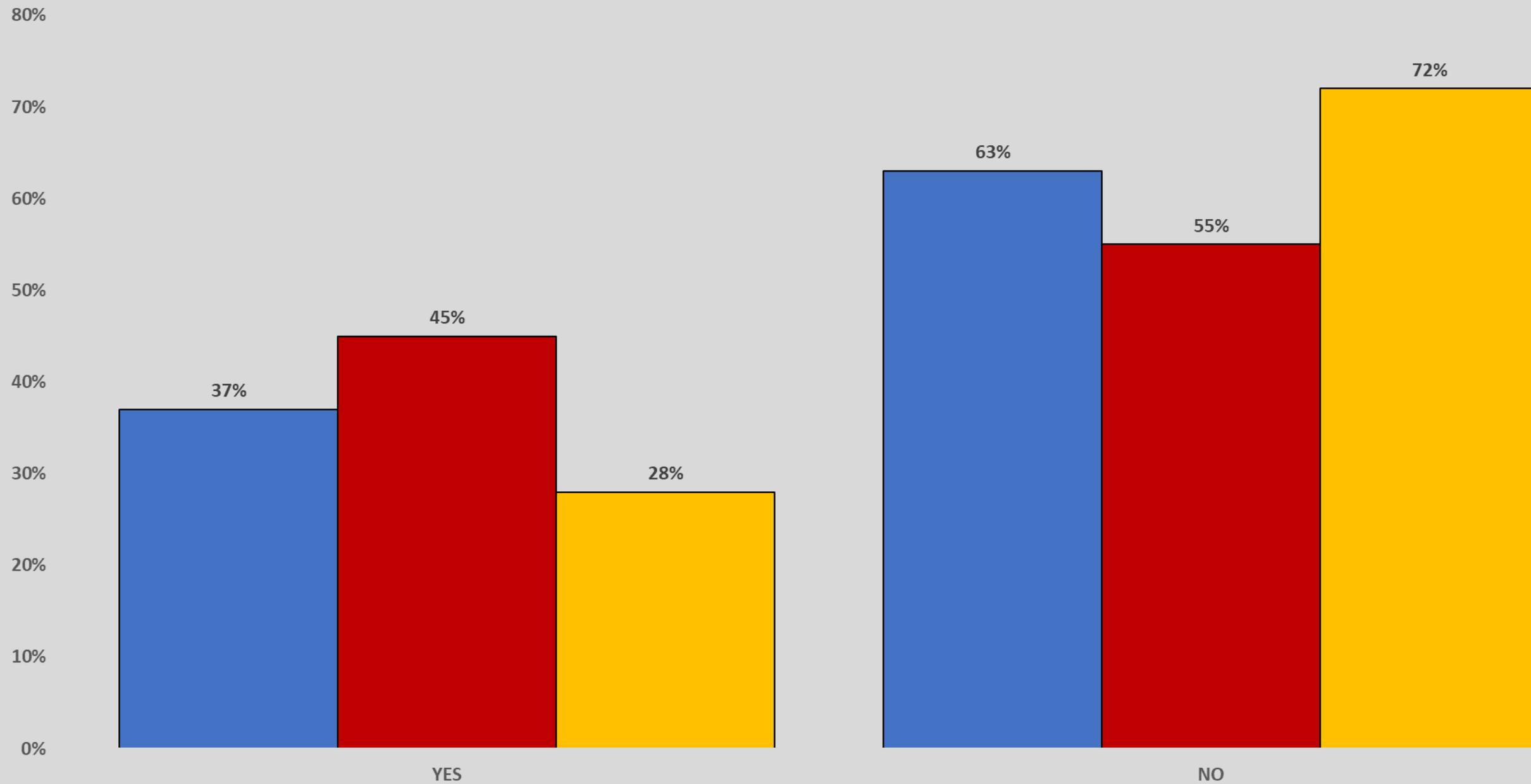


“Have you ever known a coworker who has had suicidal thoughts?”



Have you ever known a coworker who has had suicidal thoughts?

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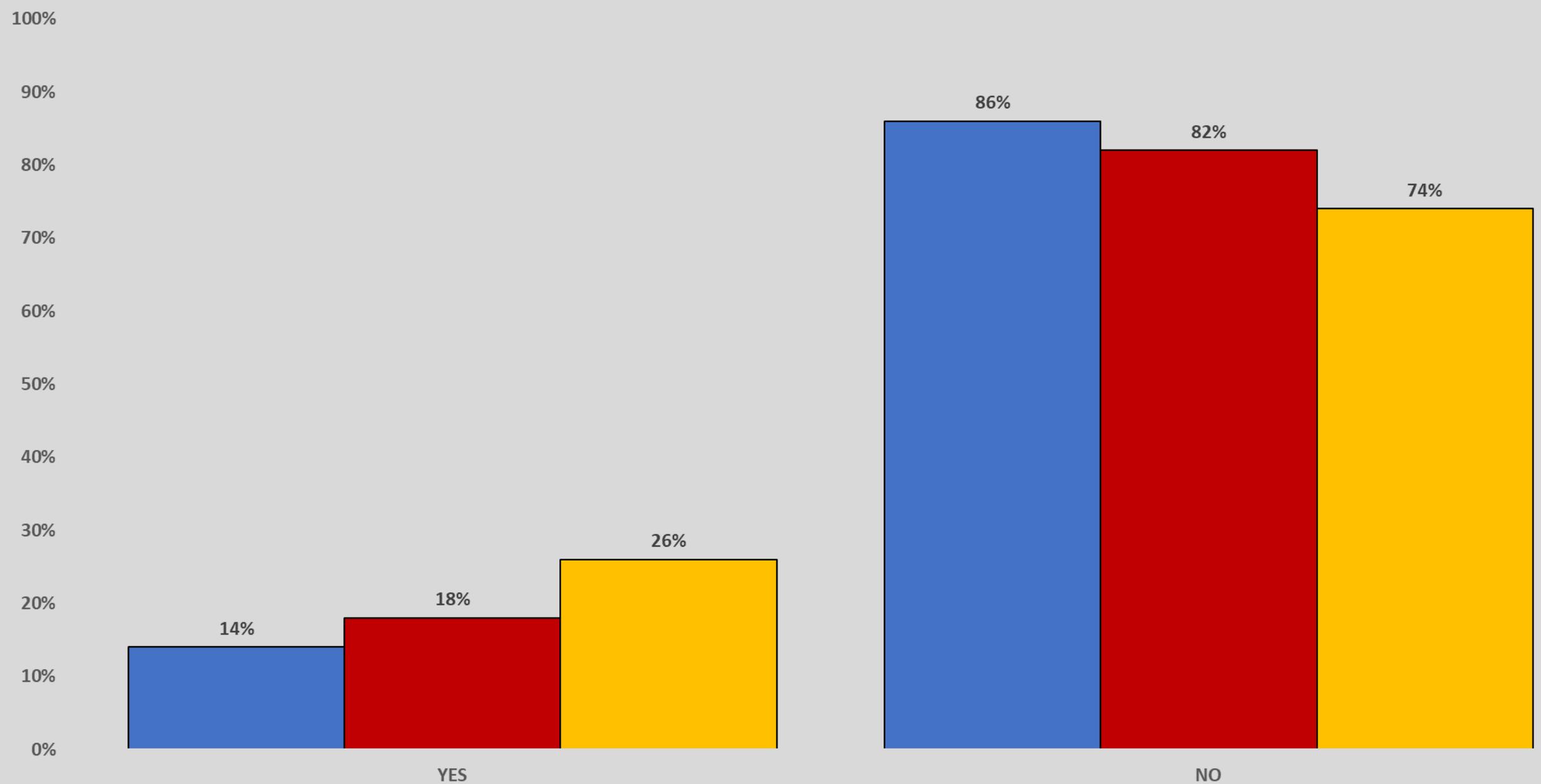


“Have you ever had thoughts about wanting to die, that others would be better off without you?”

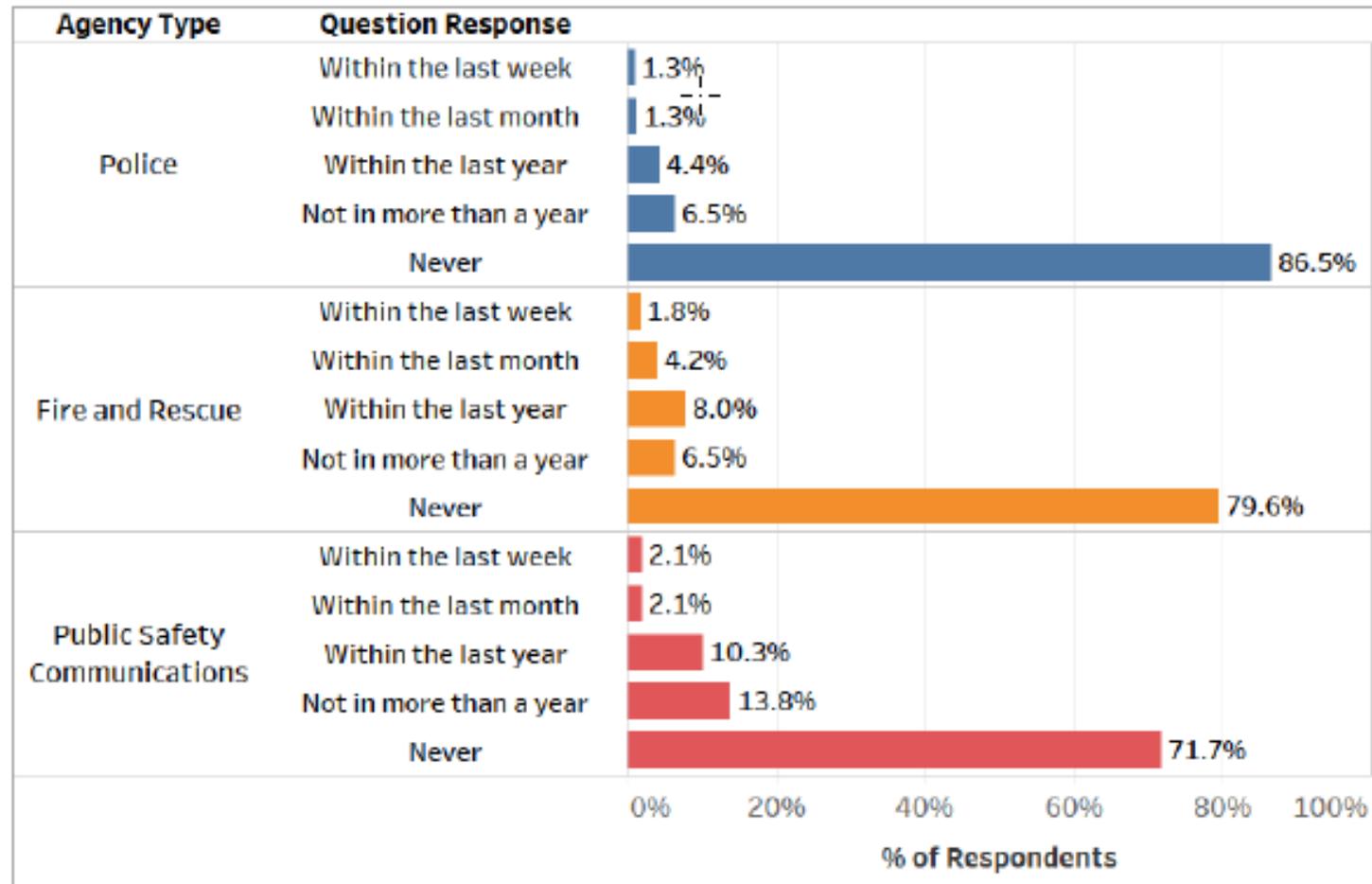


Have you ever had thoughts about wanting to die, that others would be better off without you?

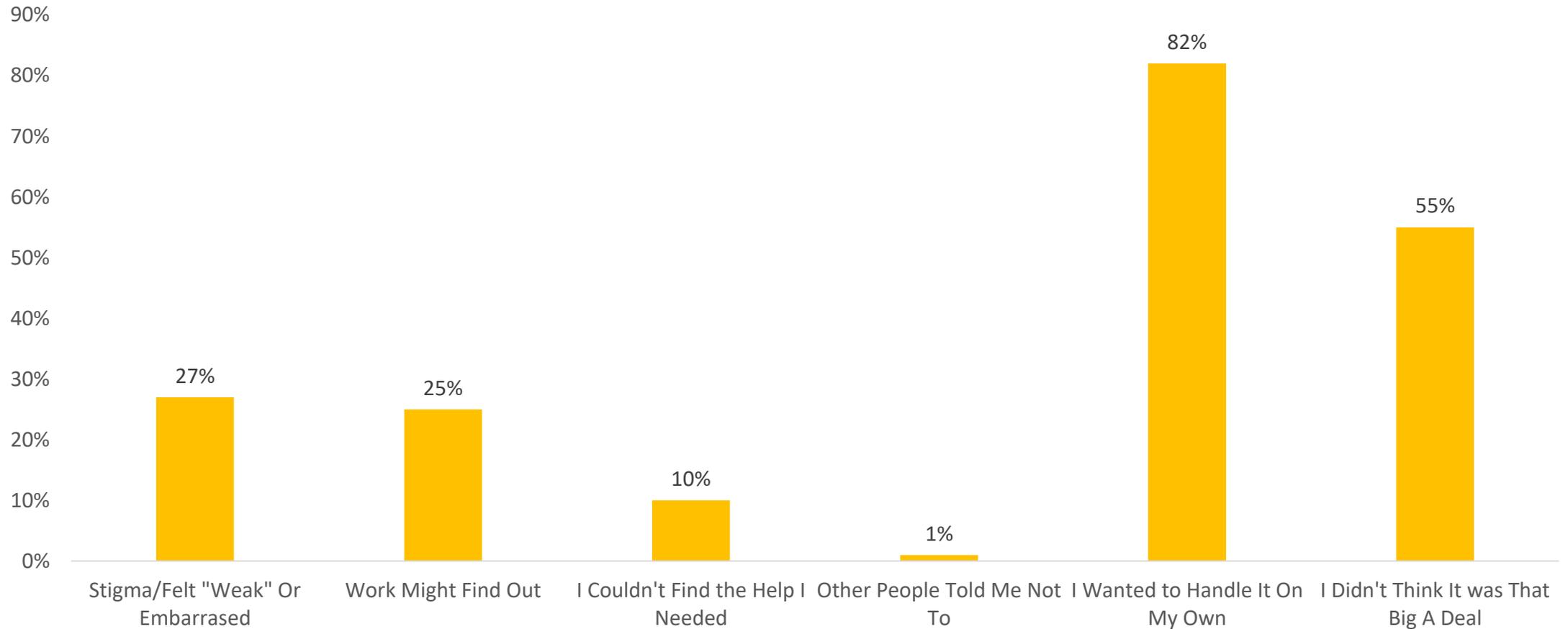
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“When was the most recent time you had any suicidal thoughts?”

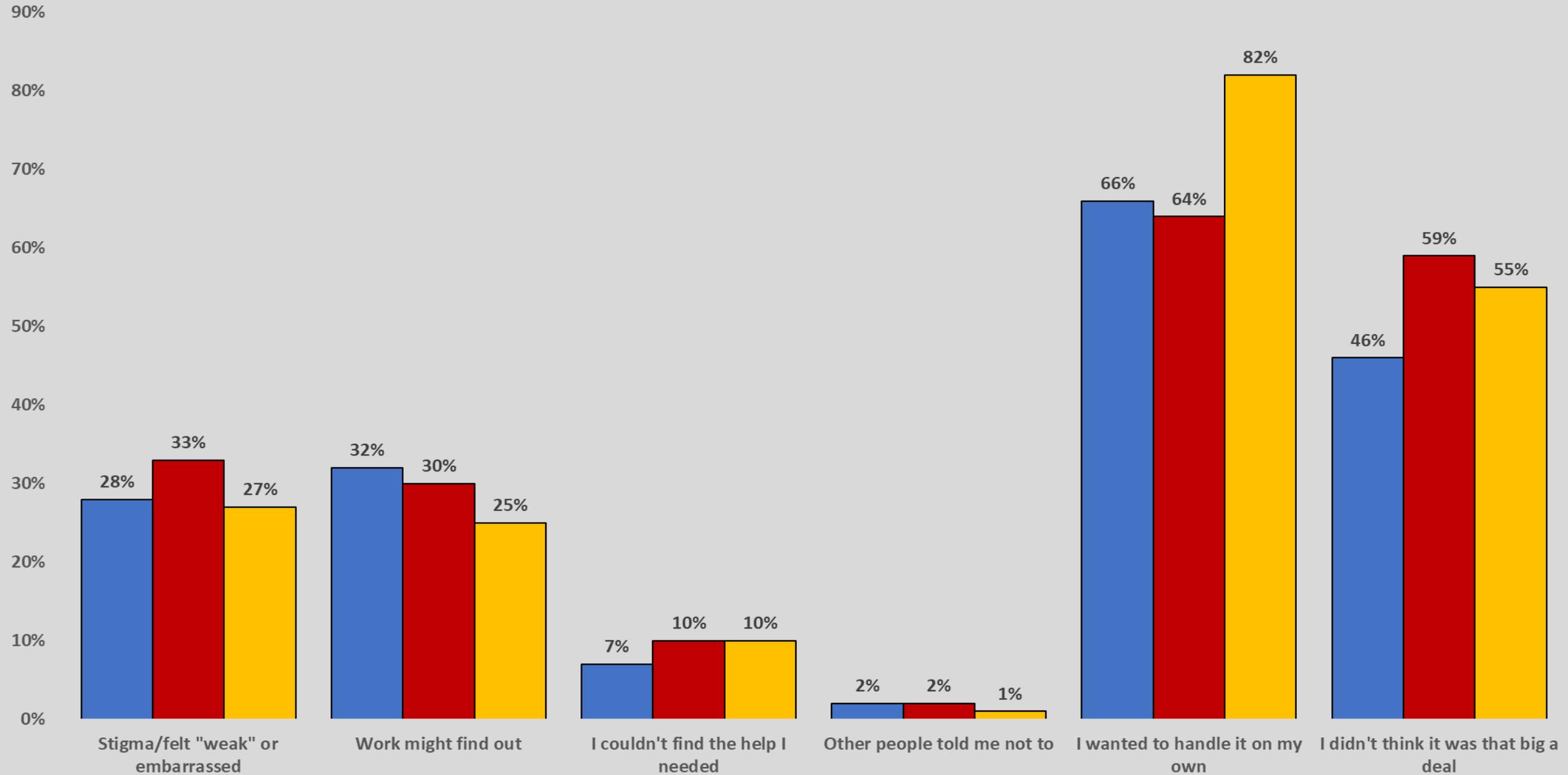


“If you wanted to seek help but DIDN’T seek it, why not?”



If you wanted help but DIDN'T seek it, Why not? Check all that apply

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What We Are Doing in the NCR

- Raising Awareness
- Mental Well-being Symposium
 - Public Safety Suicide Video
 - Public Safety Suicide Panel
 - Managing Stress Solutions
- Continuing Education
- Well-being Program Development/Expansion
- National Survey/New Video



Key Take-aways

- ECTs Are the Highest Risk
- This is NOT a Clerical Job
- It's OK To Not Be OK
- You Can't Fix It Alone
- You Don't Know Who's Next
- If Not You, Maybe the One Next You
- PTSD Must Become Covered Under Worker's Compensation



**Wear Gold for ECC Well-
Being Awareness**