



IT'S TIME to Join Jim Marshall and...

...Get equipped to do your very best supporting your 9-1-1 Family. Become a...

## Certified 911 Peer Supporter!™



Help your center build a 9-1-1 Peer Support Team!

911TI can send your agency our CPS Program Overview that includes all the information they need to decide about, and begin building, your PSAP's 9-1-1 Peer Support Program. And smaller centers are joining together to create Regional CPS Teams. We help you build, launch, and maintain your program. *And if your center isn't ready to build a CPS Team, you can still enroll in the course to improve care to your peers.*

### DATE & LOCATION:

Hosting Opportunities are available to PSAPs in and beyond the U.S.

Visit our website to view current dates & locations.

All classes offered both on-site and virtual.

### *The FirstLine of Support for the Very First Responder...*

911 centers everywhere are realizing the need to empower their 9-1-1Pros to support each other, help protect their mental health, their performance, and safeguard their quality of life. That's why 911TI has developed the *Certified 911 Peer Supporter™ (CPS)*. Building on the introductory course, *The Power of Peer Support*, CPS will equip your PSAP personnel to deliver outstanding care upholding the life of your center. We're losing peers to burnout, even suicide. We can't save everyone, but we can surely get equipped to do our best!

#### In this training you'll discover...

- What **the role** of the 911 Peer Supporter (CPS) is all about
- How to apply your *Survive & Thrive* **resilience skills** for optimal Peer Support and to protect your own wellbeing as you help others!
- **The dynamics** driving peers' struggles with emotions, relationships & performance
- Through participation in **scenario enactments**, how to come alongside peers facing a variety of challenges
- How to help **peers at-risk for suicide** and other serious health crises
- How to honor your **peers' confidentiality** as they seek help
- How PSAP leaders and their CPS Coordinators can build and **manage their CPS Program**

#### MORE IMPORTANT INFO....

This CPS course was designed to provide the foundational preparation that a 911 professional needs to begin serving as a Certified Peer Supporter. This advanced CPS training and certification process is open to those who have completed the related prerequisite training: *Survive and Thrive - Stress Resilience Training™* and *The Power of Peer Support™*.

- **CLASS FEE:** \$549/person (on-site); \$495/person (virtual)
- **TO REGISTER:** On-line at [www.911training.net](http://www.911training.net) or contact us by e-mail or phone: [deborah@911training.net](mailto:deborah@911training.net) / 231-622-1600

#### About the Program Creator and Instructor

Jim Marshall, M.A., L.L.P., is the Director of the 911 Training Institute and a leading voice in the 9-1-1 industry for dispatcher wellness. He has been a licensed mental health professional for over 30 years. Jim is co-editor of *The Resilient 9-1-1 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center*. Jim's courses, presentations, pilot projects, and published works equip 9-1-1 telecommunicators and their PSAP leaders to achieve optimal health and performance as people and organizations in the evolving 9-1-1 center.



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