



**34<sup>th</sup> ANNUAL**  
***Illinois Public Safety***  
***Telecommunications Association***  
***Conference***

**November 4-7, 2018**

**Crowne Plaza Hotel,  
Springfield, IL  
Sponsored by the Illinois  
Chapters of  
APCO and NENA**

**Join Us Tuesday Evening  
For A Formal Celebration Of  
50 Years  
Of Gold Medal Responses**

The Thin Gold Line...

"Rarely seen but mostly heard,  
the Golden Glue that holds it all together"



[www.911conference.org](http://www.911conference.org)



# Sunday Pre-Conference Course

The IPSTA Conference is proud to offer the following pre-conference course for the 2018 conference.

**Course(s): Sunday November 4  
8:30 AM – 4:30 PM**

**Cost is \$100.00 per attendee.**

**Separate Registration is required for this pre-conference course**

## The Healthy Dispatcher

### The Power of Resilience: How to Beat Dispatcher Burnout

#### Description:

9-1-1 Telecommunicators are resilient by nature—they're caregivers to the world! But, without careful attention and regularly check-ins, the challenges of the job can overwhelm even the most psychologically hardy. Research has shown that 9-1-1 Telecommunicators who prioritize their resilience are happier on the job, feel more confident about their day, and experience greater life satisfaction. This presentation underscores the importance of resilience at both the personal and organizational level, and offers specific tools and strategies for more of it.

#### Learning Objectives:

In this training class, participants learn evidence-based practices to:

- Understand the underlying cause of work-related chronic/traumatic stress
- Dramatically lower stress levels and manage burnout
- Limit their exposure to vicarious trauma
- Maintain a healthy balance between work and home life

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## TENTATIVE PROGRAM SESSIONS:

### Opening Session: “Everyday Superheroes” – Adam Timm



In this inspirational and uplifting session, Adam Timm features the stories of 9-1-1 superheroes from across the state of Illinois, and shares essential tools for thriving in this rewarding profession.

Adam Timm is a bestselling author and keynote speaker on the topics of personal resilience and peak performance for 9-1-1 Telecommunicators. Adam spent over a decade as a 9-1-1 operator for the Los Angeles Police Department, where he pioneered a stress resilience program that contributed to a 45% decrease in sick time usage. After leaving the LAPD, Adam started his training company, "The Healthy Dispatcher," to bring tools for resilience to this challenging profession.

### Conference Breakout Sessions

- |   |  |
|---|--|
| • Planning for FirstNet - What Do We Do Now?  | Bill Springer, Illinois FirstNet                                       |
| • 0% Turnover: How the Best 911 Leaders Keep Their Best Employees                   | Adam Timm, The Healthy Dispatcher                                      |
| • Legislative Updates   | IL-APCO/INENA Legislative Committee                                    |
| • Facing the Seven Cybersecurity Challenges of NG9-1-1                              | Timothy Lorello, SecureLore Solutions                                  |
| • Supervisor Roundtable   | John Mostaccio, DU-COMM<br>Brent Reynolds, Glenview Public Safety Com. |
| • EMD Updates   | IL APCO EMD Committee  |
| • How your PSAP can receive life-saving data from millions of iPhones & IoT devices | Tracy Eldridge, RapidSOS   |
| • Legal Updates   | John Kelly, Ottosen Britz  |

For the most update listing of program sessions, please visit [www.911conference.org](http://www.911conference.org).

### Wednesday Closing Session: “PTSD – Who Me? Yes you!” - Tracy Eldridge



Post-traumatic stress affects everyone in the public safety circle, including Telecommunicators, in some form or another. By looking at where post-traumatic stress starts and where it has the potential to end, your instructor will take you on her personal journey from the depths of darkness to a place of peace. In addition, this presentation will look at a PTSD timeline that includes the events leading up to PTSD, warning signs, diagnosis, ways to get help and, most importantly, how to have it but not let it have you!

Tracy has been in Public Safety since the late 90s, she is currently the Public Safety Operations Lead at RapidSOS, she was the Chief Dispatcher for a Massachusetts Communications center from 2003 to 2016 and is also firefighter / EMT. Her passion for teaching Telecommunicators, EMTs and firefighters started in 2006 and in her spare time, she travels around the country teaching Telecommunicators with The Public Safety Group.

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**Conference Schedule at a Glance – 2018**

**Sunday, November 4<sup>th</sup>**

8:30 AM - 4:30 PM	Sunday Pre-Conference Class (Separate Registration Required)
3:00 PM - 7:30 PM	Conference Registration Open
4:30 PM - 6:00 PM	IL APCO/INENA Joint Chapter Meeting
6:00 PM - 6:30 PM	First Timer Welcome
6:30 PM - 9:00 PM	Welcome Reception in the Vendor Area

**Monday, November 5<sup>th</sup>**

7:30 AM - 8:30 AM	Coffee & Rolls
8:00 AM - 3:00 PM	Registration Open
8:30 AM - 9:00 AM	Opening Session
9:00 AM - 10:30 AM	Keynote Speaker
10:30 AM - 4:00 PM	Vendor Area Open
10:30 AM - 12:00 PM	Exclusive Vendor Hours
12:00 PM - 1:30 PM	Lunch (Vendor Area)
1:30 PM - 3:00 PM	Breakout Sessions
3:15 PM - 4:00 PM	Breakout Sessions
4:15 PM - 5:00 PM	Breakout Sessions
5:15 PM -	Pub Ed Committee 5K Run

***Dinner on your Own***

**Tuesday, November 6<sup>th</sup>**

8:00 AM - 9:00 AM	Coffee & Rolls (Vendor Area)
8:00 AM - 3:00 PM	Registration Open
8:00 AM - 11:30 AM	Vendor Area Open
8:30 AM - 10:00 AM	Breakout Sessions
10:00 AM - 11:30 AM	Exclusive Vendor Hours
11:30 AM	Vendor Exhibits Close
11:30 AM - 1:00 PM	Lunch (on your own)
1:00 PM - 1:45 PM	Breakout sessions
2:00 PM - 2:45 PM	Breakout Sessions
3:00 PM - 3:45 PM	Breakout Sessions
4:00 PM - 4:45 PM	Breakout Sessions
<b>6:00 PM - 11:00 PM</b>	<b>Reception, Dinner, Awards, &amp; Entertainment</b>

**Wednesday, November 7<sup>th</sup>**

8:00 AM - 9:00 AM	Coffee & Rolls
9:00 AM - Noon	Closing Session

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## **GENERAL CONFERENCE INFORMATION**

The Illinois Public Safety Telecommunications Conference sponsored by Illinois APCO & INENA continues to be one of the largest and best events in the country. The Conference Committee has worked hard to once again offer a comprehensive and informative program for this 34<sup>th</sup> annual conference.

## **THE CONFERENCE LOCATION**

The conference will be held at the Crowne Plaza located at 3000 S. Dirksen Pkwy, Springfield. Rooms are also available at the adjacent Holiday Inn Express.

## **HOTEL RESERVATIONS**

The standard room rate for the Crowne Plaza is **\$112.00** (plus 13.00% tax) and the Holiday Inn Express **\$95.00** (plus 13.00% tax). Hotel reservations must be made by using the housing form at the [9-1-1 conference website](#) .

## **CONFERENCE REGISTRATION INFORMATION (Available Online) [REGISTER HERE](#)**

This year the conference registration can be completed online or via the attached registration form. Payment must be by either check or credit card. Day passes, which include the meal for that day, are also available; and extra lunch and banquet tickets may be purchased at the conference registration desk.

**EARLY REGISTRATION DEADLINE IS OCTOBER 5, 2018**

## **NO SMOKING POLICY**

Please observe the State of Illinois No Smoking Law and specific hotel regulations.

## **SPECIAL ARRANGEMENTS**

If you, or a guest, have any disabilities and need accommodations, please let us know. The Conference complies with ADA requirements and will provide reasonable accommodation for conference participants upon notification.

## **ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION**

Illinois APCO and INENA formed an independent non-profit organization, IPSTA, to administer and manage the conference. Registration fees should be made payable to and mailed to IPSTA as indicated on the registration form.

