

A LIFE ON THE LINE

Compassion Fatigue in Emergency Communications

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74% National average of 911 TC's suffer from some kind of mental illness at some point in their career

6% National average of U.S. population that will suffer with mental illness during a lifetime.
(1/12 of the national 911 average)

25% National average of 911 TC positions that are currently listed as unfilled.

How and Where does is hurt?

How does it shape us?

What is Compassion Fatigue?

How do I fight it?

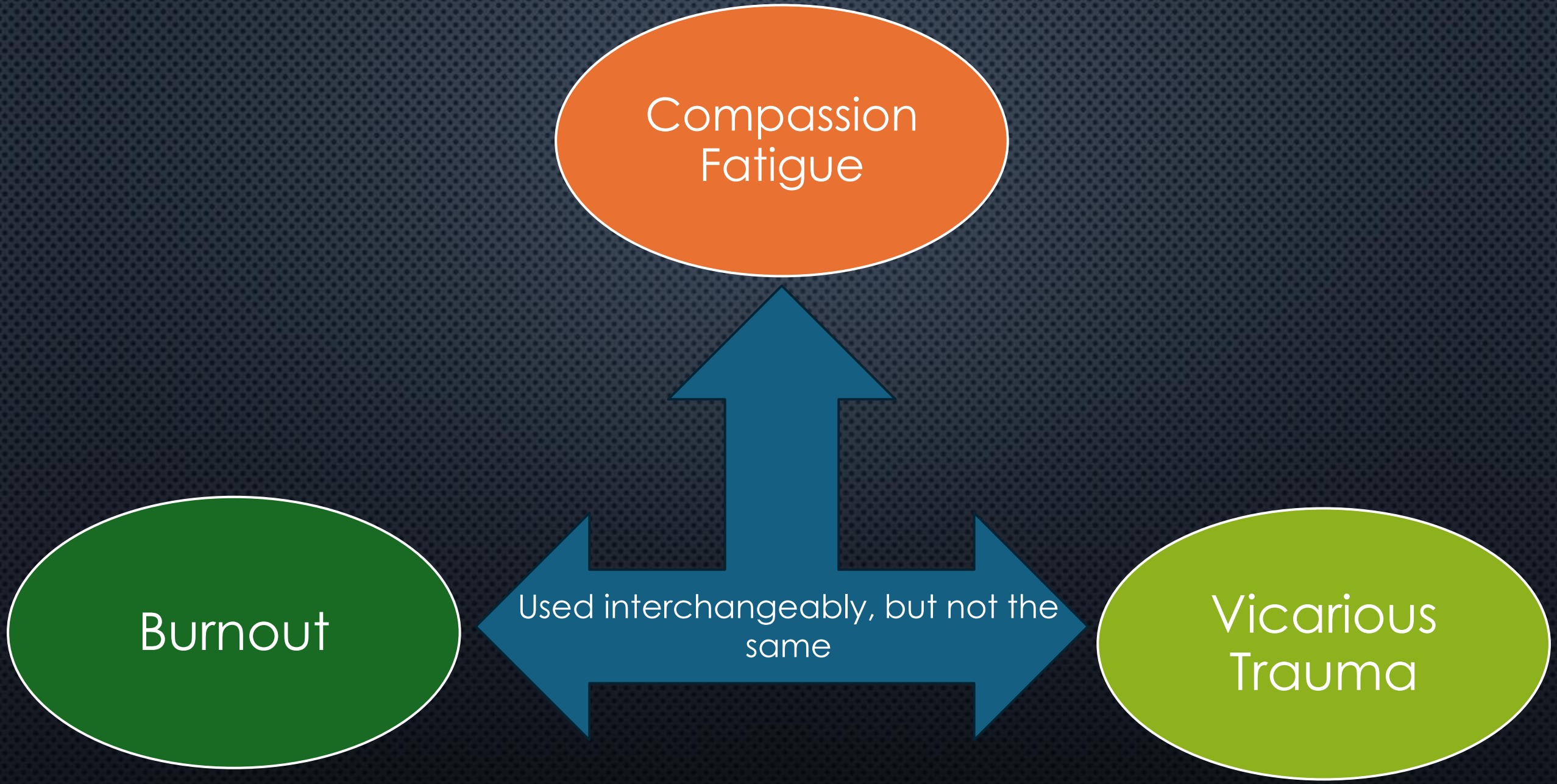
Can I even win?

What is Compassion Fatigue?

- Physical
- Emotional
- Psychological



EXHAUSTION!


Compassion Fatigue
Burnout
Used interchangeably, but not the same
Vicarious Trauma

Presentation:

Loss of Energy



Physical Fatigue



Lack of Motivation

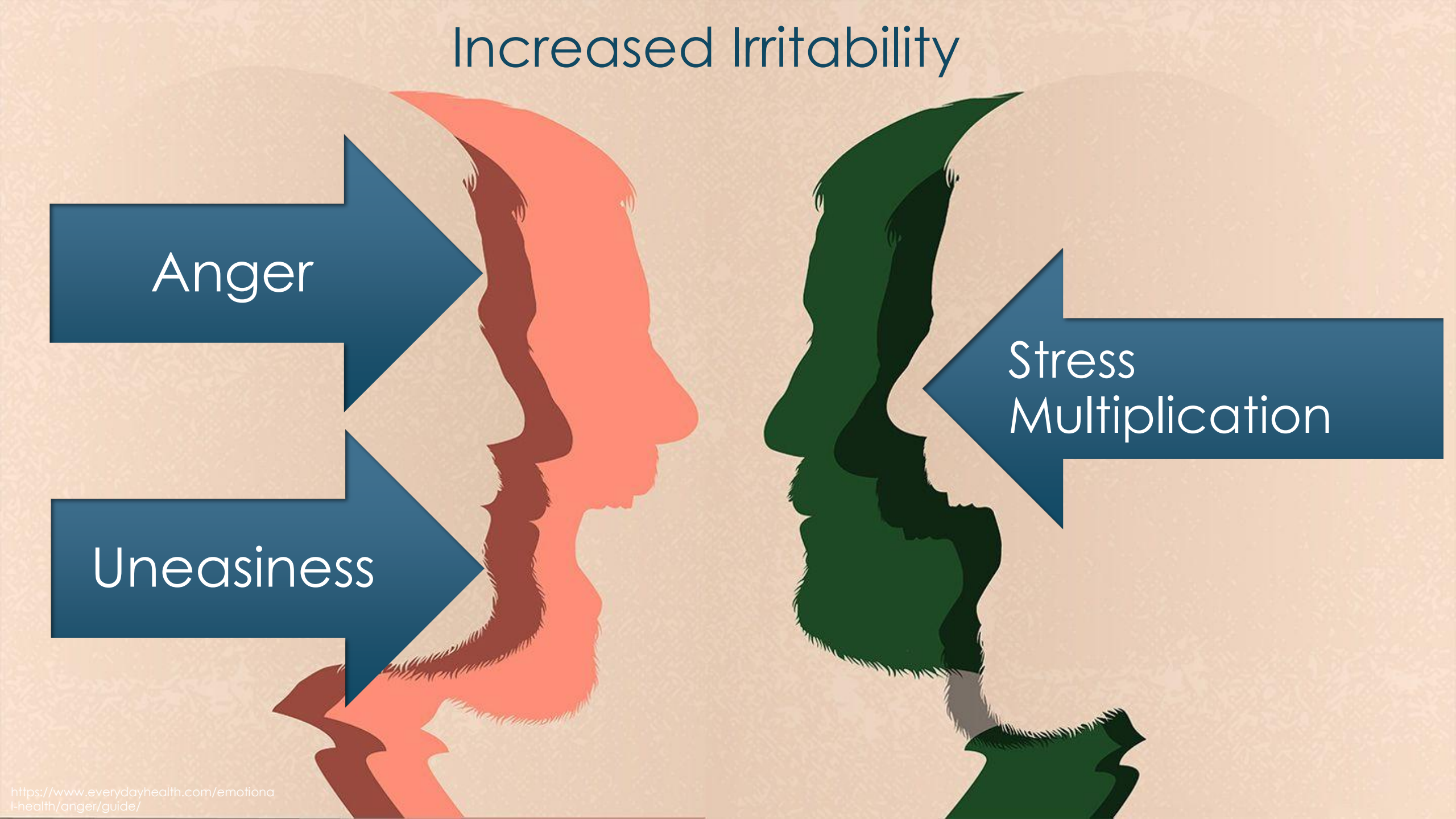


Loss of Interest in Normal Tasks



https://www.arthritisresearch.ca/fatigue-can-be-a-pain-dont-let-it-ruin-your-summer/

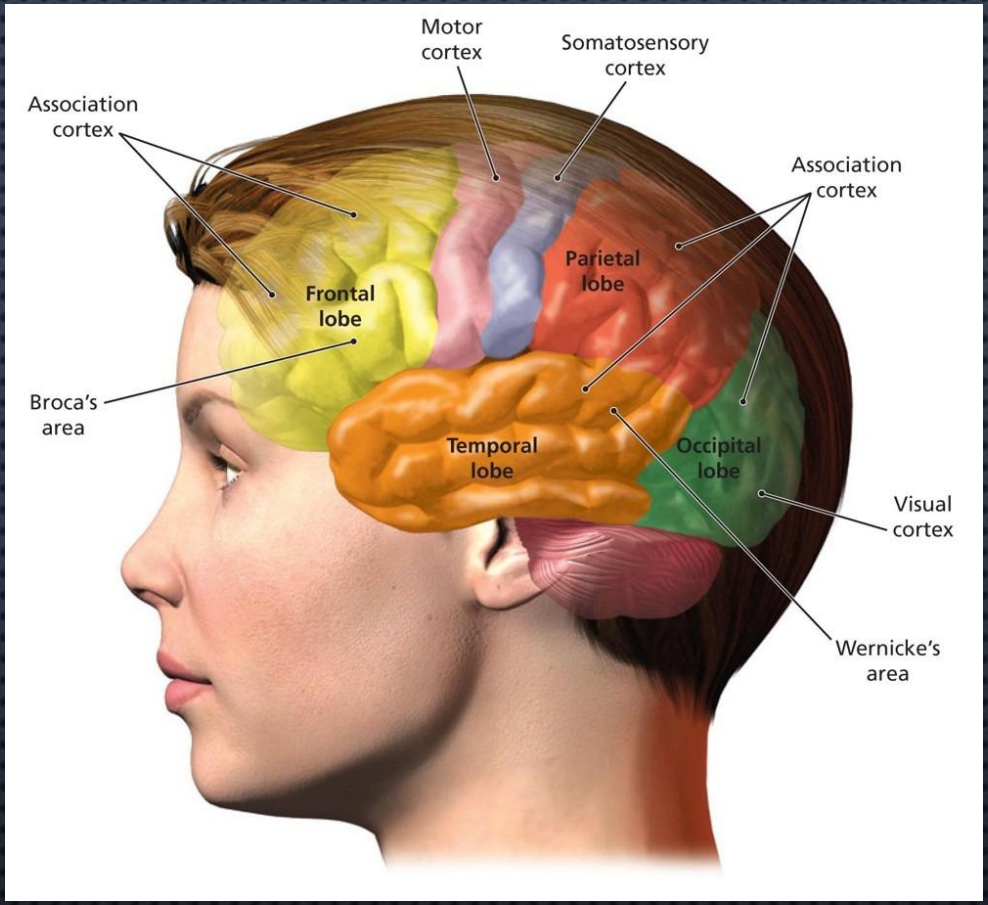
Increased Irritability



https://www.everydayhealth.com/emotional-health/anger/guide/

Where do we FEEL Compassion Fatigue?





INTERACTIVE 3D BRAIN

Vicarious Trauma Toolkit Model

Work Related Trauma Exposure = Vicarious Trauma

Change in World View

Result:
Spectrum of Responses

Negative:

- Secondary Traumatic Stress
- Vicarious Traumatization
- Compassion Fatigue

Neutral:

- Impact Managed Effectively

Positive:

- Vicarious Resilience
- Vicarious Transformation
- Compassion Satisfaction



Preventing Compassion Fatigue



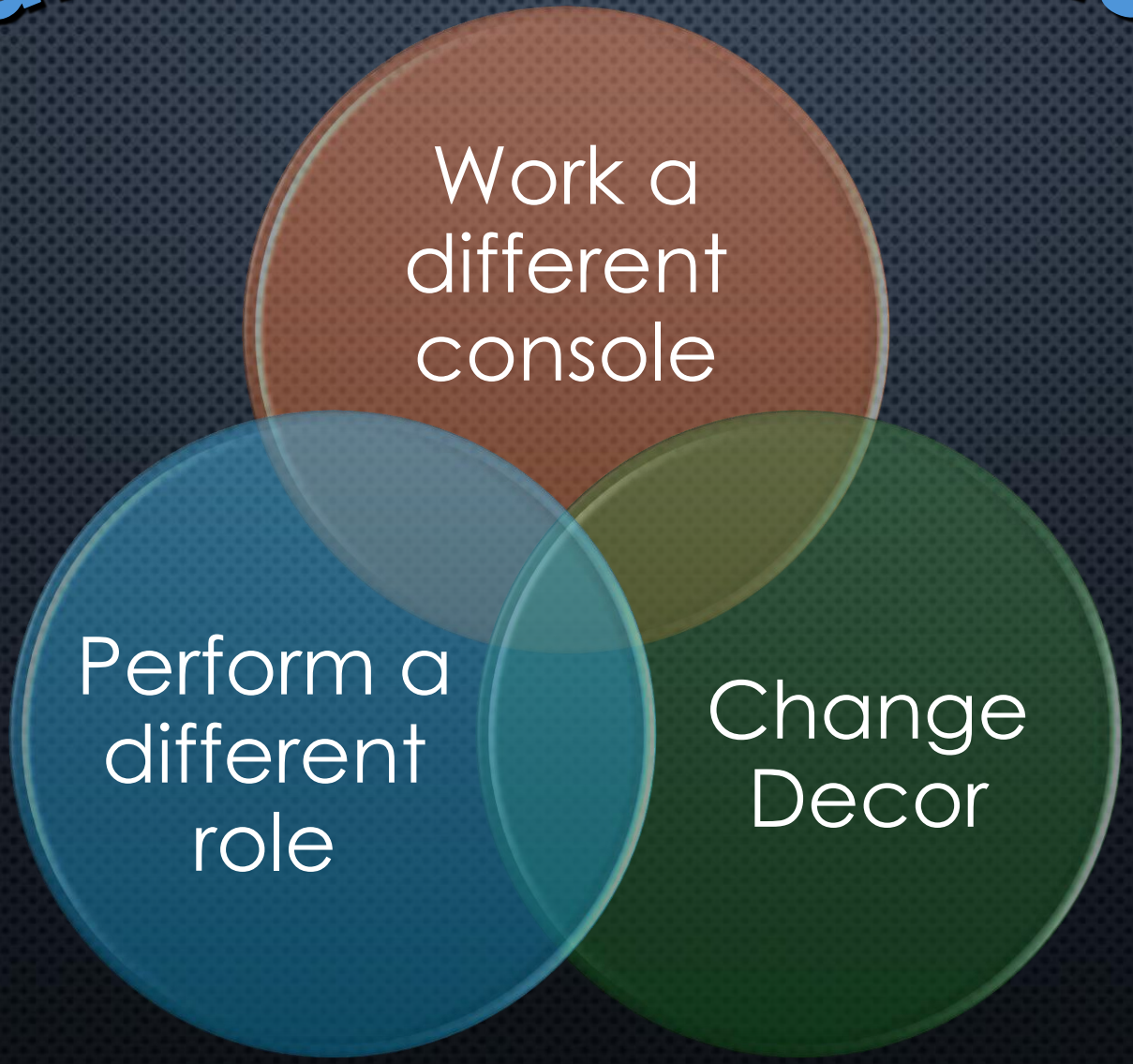
https://www.helpguide.org/wp-content/uploads/2022/07/Boundaries.png

Prioritize Self-Care

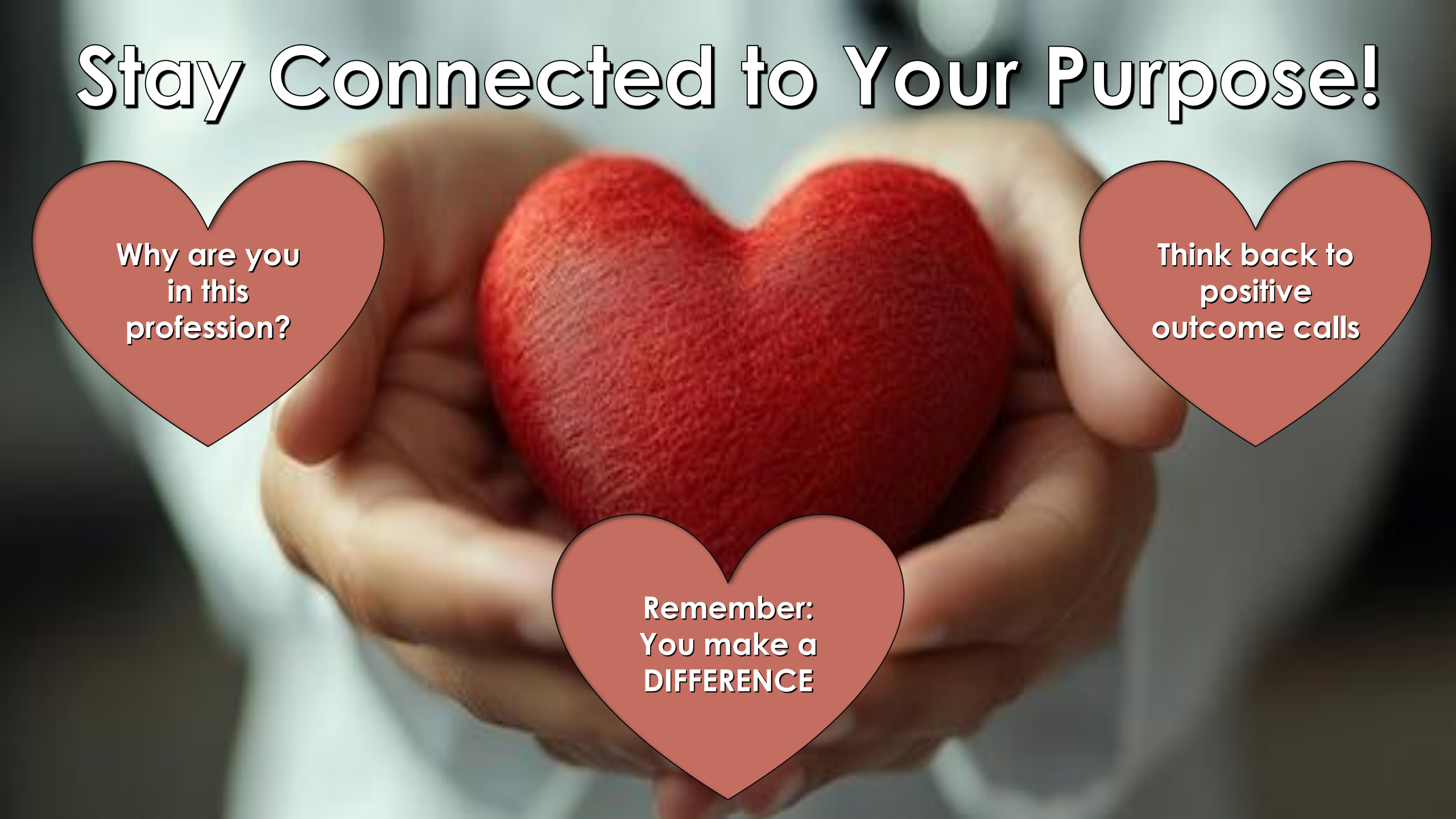


https://www.hopehealthco.org/wp-content/uploads/2023/03/iStock-1358081661.jpg

Rotate Exposure to Trauma

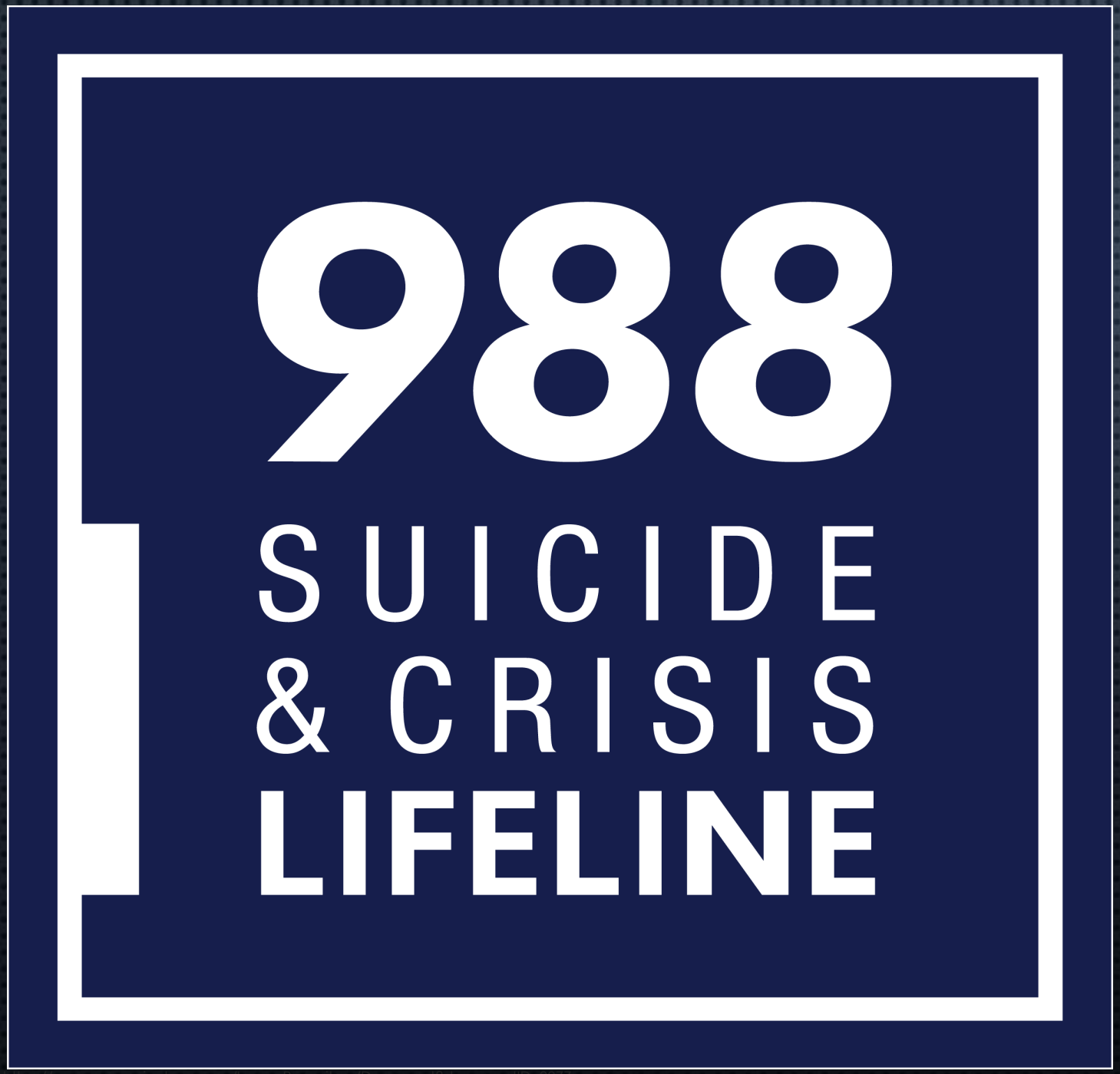


Stay Connected to Your Purpose!





https://media.npr.org/assets/img/2016/07/18/ap16195661184746_custom-26217c9b040aa975576f823dd0814bef081331dd.jpg



Emergency services-specific training

Available 24/7/365

Completely Anonymous

https://www.grapevinetexas.gov/ImageRepository/Document?documentID=9077

RESPONDER ASSISTANCE INITIATIVE

Support for public safety personnel on the job and at home.

Housed under NC Emergency Management

All backgrounds and Specialties

Proactive training for Crisis Management

https://ncnena.org/wp-content/uploads/2025/05/ncnena-logo-1.png



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911 Mental Health Specialists

Available 24/7/365

Completely Anonymous

NC LEAP



North Carolina
Law Enforcement Assistance Program

911 Mental Health Specialists

Available to respond after Critical Incidents

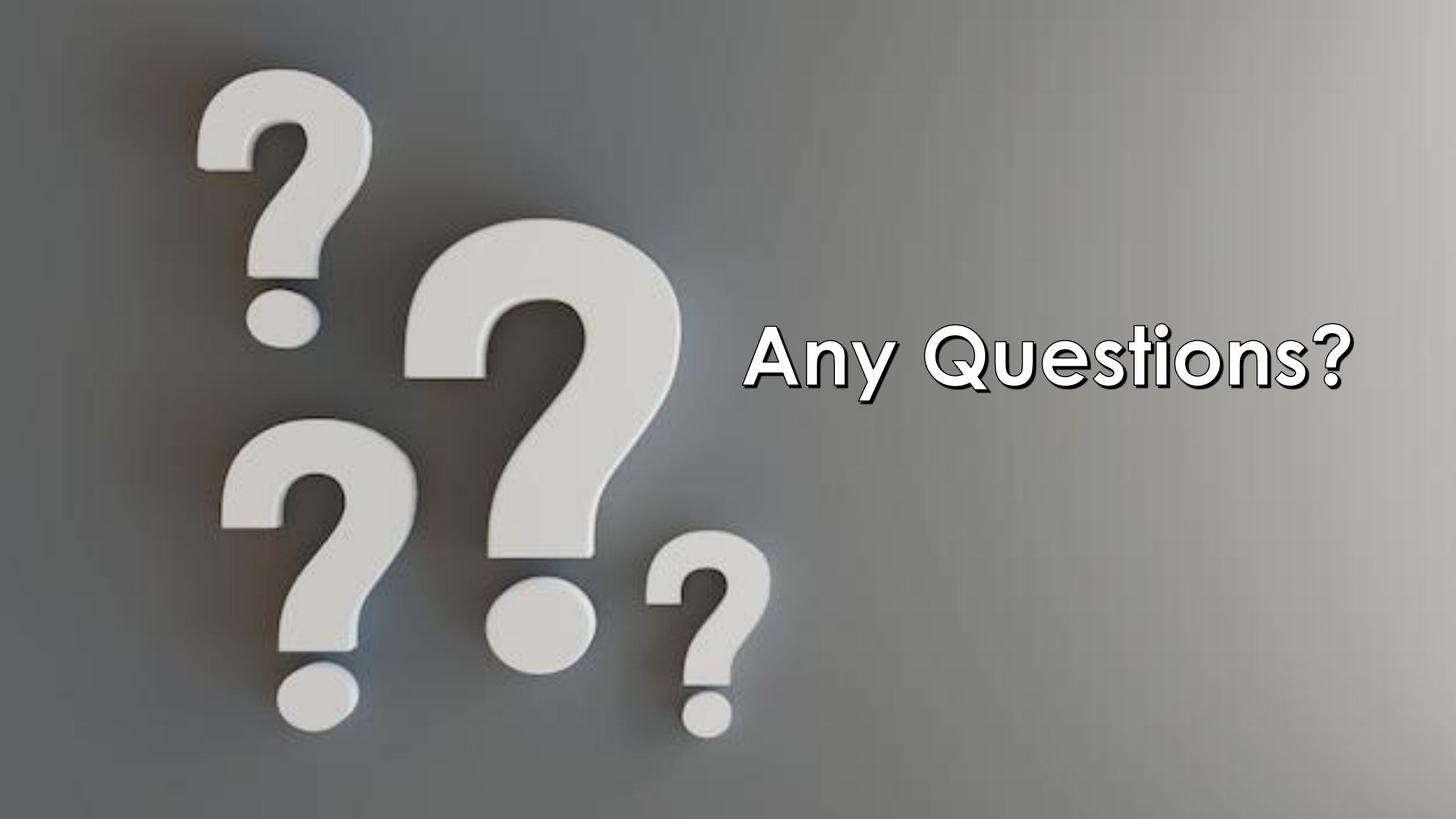
Free of cost for all responders

Why Continuing Education?





https://t3.ftcdn.net/jpg/18/30/34/26/360_F_1830342682_gObRtkVyPpTQF1jW5GSwJOw47mDkTdcy.jpg


Any Questions?


Together we can
ELIMINATE
Compassion Fatigue



https://www.slideegg.com/image/webp/2/670/70056-thank-you-slide-01-670.webp