You help callers every day. But who do you call when you need help?

The Regional 911 Peer Support Program is here to help dispatchers and calltakers cope with stressful situations. Talking to a peer — someone who really understands what your job is like — can be just what you need after a particularly difficult call or when things just get to be too much, personally or professionally.

Peer Support Team members have received more than 40 hours of intense training with experts to learn how to help in these situations. Call 816-701-8212 to ask for help.

FAQs

Q. What is Peer Support?
   Peer Support is a CONFIDENTIAL peer-based assistance program for first responders.

Q. What can Peer Support do for me?
   Provide emotional support during and after times of personal or professional crisis. Provide guidance or referrals to professions or alternate resources as required.

Q. Who can use Peer Support?
   Any employee of a department within the MARC region. Any request for peer support outside of the region will require pre-approval.

Q. Will what I share with Peer Support be shared with anyone else?
   Confidentiality and trust are fundamental components of this program. Everything you say is confidential and will not be divulged with anyone, with the following exceptions: admission of criminal activity, danger to self or others, or if you request it.

Q. Who is on the Peer Support Team?
   Find a current roster of team members on your console’s 911 intranet.

Additional Resources

• www.survivorsofsuicide.com
• www.thepainbehindthebadge.com
• American Foundation of Suicide Prevention, www.afsp.org
• New Directions, www.ndbh.com
• Financial Guidance
  » www.daveramsey.com
  » www.coupons.com
  » www.bankruptcyinformation.com
• US Dept. of Veteran Affairs
  » www.va.gov
  » www.militaryonesource.com
• Alcoholics Anonymous
  » www.kc-aa.org or 816-471-7229 (24hr)
• Gamblers Anonymous
  » www.gamblersanonymous.org or 888-374-6442 (24hr)
• National Suicide Prevention line, 800-273-8255 (24hr)
• Crisis Text line, text HOME to 741741

Learn more:
www.marc.org/Emergency-Services-9-1-1/Regional-911-System/Committees/911-Peer-Support-Advisory-Committee