

Understanding the Unique Needs of Veterans in Crisis: A Guide for Telecommunicators

Abstract

Telecommunicators play a vital role in ensuring the safety and well-being of our communities. However, when veterans are in crisis, it is important to understand their unique needs and challenges. This white paper provides guidance for telecommunicators on how to best serve veterans who call 9-1-1.

Introduction

Veterans who have served our country often face unique challenges, such as post-traumatic stress disorder (PTSD) and traumatic brain injury (TBI). These conditions can make it difficult for veterans to cope with stress and can lead to mental health crises.

Telecommunicators can play an important role in helping veterans in crisis by:

- **Recognizing the signs and symptoms of PTSD and TBI.**
- **Understanding how to de-escalate a situation.**
- **Connecting veterans with resources.**

How Telecommunicators Can Best Serve Veterans

There are a number of things that telecommunicators can do to best serve veterans who call 9-1-1.

- **Be patient and understanding.**
- **Listen carefully to what the veteran is saying.**
- **Validate the veteran's feelings.**
- **Provide reassurance and support.**
- **Connect the veteran with resources.**

Telecommunicators are Not Merely Placeholders but Can Play an Active Role in Ensuring the Safety and Recovery of Veterans in Crisis

Telecommunicators are the first point of contact for many people in crisis. By understanding the unique needs of veterans, telecommunicators can play an active role in ensuring their safety and recovery.

Conclusion

If you are a telecommunicator, it is important to be aware of the unique challenges that veterans face. By taking the time to understand these challenges, you can play a vital role in helping veterans in crisis.