
Zetron Hosting “Integrating Peer Support for Public Safety Emergency Services Professionals: Benefits and Challenges” Webinar on January 14th

Upcoming webinar, the second in a series focused on Wellness for Public Safety Professionals, will discuss the long-term benefits of peer support for first responders and their families

Redmond, WA, January 11, 2021 – [Zetron](#), a global leader in [integrated mission critical communications](#) technology, today announced it will host a complimentary webinar on [“Integrating Peer Support for Public Safety Emergency Services Professionals: Benefits and Challenges,”](#) on Thursday, January 14, 2021 at 10:00 a.m. Pacific Time. The webinar will be led by [Pam Opoka](#), ENP, Regional 911 and Commander Level Peer Support Program Planner, Mid-America Regional Council; [JC Ferguson](#), Commander, Austin-Travis County EMS; and [Alice Johnson](#), Director, Business Development, NG9-1-1, Zetron.

“2020 presented new challenges for virtually everyone and hit our critical first responder communities especially hard as they stood strong on the front lines through the unrelenting impacts of a global pandemic, widespread civic unrest, natural disasters and more,” said Irene Amundson, Director of Human Resources at Zetron. “The job of public safety professionals is taxing in a good year, so finding new and creative ways to support them during this particularly challenging time inspired Zetron’s wellness webinar series.”

In Part 1 of the Zetron Wellness and Peer Support series, now available to view [on demand](#), participants learned the importance of developing and implementing a support program for both the first responder and the first responder’s family, regardless of agency size. During the upcoming webinar, participants will learn how to successfully develop and tailor sustainable wellness programs that provide critical support to public safety professionals.

Part 2 will dive deeper, reviewing important long term benefits of establishing structured wellness and peer support programs, as well as revealing common obstacles to setting up a resilient program and ways to overcome them. Webinar attendees will learn how to:

- Set the foundation: survey the state of the agency and start a small wellness program
- Develop internal agency values, find partners and leadership supporters
- Showcase the benefits to individuals and the agency as a whole
- Be prepared for the probable challenges and change management requirements

“While we’re not in the wellness services business, the enduring health and well being of the public safety professionals using our solutions has always been a vested interest at Zetron,” said Alice Johnson, Business Development Director, NG9-1-1 at Zetron and a webinar presenter. “In many years of working inside emergency communications centers, I’ve personally experienced the benefits of well run wellness programs and how powerful

Zetron Americas

PO Box 97004
Redmond, WA USA 98073-9704
(P) +1 425 820 6363
(F) +1 425 820 7031

Zetron EMEA

27-29 Campbell Court
Bramley, Hampshire RG26 5EG, UK
(P) +44 1256 880663
(F) +44 1256 880491

Zetron Australasia

PO Box 3045, Stafford Mail Centre
Stafford QLD 4053, Australia
(P) +61 7 3856 4888
(F) +61 7 3356 6877

they can be for successfully recruiting, retaining, and improving the work life happiness and performance of emergency services teams.”

What: Integrating Peer Support in the PSAP: Benefits and Challenges

When: Thursday, January 14, 2021 at 10:00 a.m. Pacific Time

Registration: [Online registration](#)

Who: **Pam Opoka**, ENP, Regional 911 and Commander Level Peer Support Program Planner, Mid-America Regional Council;
JC Ferguson, Commander, Austin-Travis County EMS;
Alice Johnson, Director, Business Development, NG9-1-1, Zetron

Cost: Complimentary

Accreditation: Webinar attendees qualify to earn .5 CEUs toward ENP re-certification.

About Zetron, Inc.

[Zetron](#) has been a trusted provider of [mission critical communications systems](#) since 1980. It is ALL we do. With a comprehensive portfolio of technology solutions, including integrated next generation call taking, dispatch, CAD, mapping, fire station alerting, logging/reporting systems and more, Zetron is relied on by communications centers in public safety, transportation, utilities, healthcare, and other markets on all seven continents of the world. Zetron’s relentless pursuit of quality, durability and interoperability has made it one of the most enduring and consistently trusted brands in mission critical communications for 40 years. Our solutions are backed by world class technical support, training, project management and professional services, as well as a global network of highly capable partners and system integrators dedicated to exceeding the unique needs of Zetron customers. Zetron is a wholly owned subsidiary of JVCKENWOOD Corporation. For more information, visit: www.zetron.com

Zetron Americas

PO Box 97004
Redmond, WA USA 98073-9704
(P) +1 425 820 6363
(F) +1 425 820 7031

Zetron EMEA

27-29 Campbell Court
Bramley, Hampshire RG26 5EG, UK
(P) +44 1256 880663
(F) +44 1256 880491

Zetron Australasia

PO Box 3045, Stafford Mail Centre
Stafford QLD 4053, Australia
(P) +61 7 3856 4888
(F) +61 7 3356 6877