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# IPSTA

**ILLINOIS  
PUBLIC SAFETY  
TELECOMMUNICATIONS  
ASSOCIATION**

**CROWNE PLAZA HOTEL, SPRINGFIELD, ILLINOIS**

THIRTY-SEVENTH  
ANNUAL CONFERENCE

**OCTOBER 24 – OCTOBER 27**



## 37<sup>th</sup> ANNUAL ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION CONFERENCE

### SUNDAY PRE-CONFERENCE COURSE

The IPSTA Conference is proud to offer the following pre-conference course for the 2021 conference.

- **Sunday October 24, 8:30 AM – 4:30 PM**
- **Cost is \$100.00 per attendee.**
- **Separate registration is required for this pre-conference course**



### PREVENTING TELECOMMUNICATOR TUNNEL VISION



### Course Description

In this workshop, participants identify and discuss common problem areas that Telecommunicators experience in the performance of their duties. You'll learn tips and tools to help you identify and correct problems to ensure your team members succeed.

Whether it's in-the-moment issues like freezing up when CAD doesn't work or when addresses do not validate, or systemic issues, like: call prioritization, failure to follow protocols or errors from inflexible QA questions, complacency, or distractions, you'll get the training resources you need to get, and keep, your call takers performing at their very best.

### Learning Objectives

- Discuss the concept of tunnel vision in the PSAP.
- Focus on the areas of the job where Telecommunicators can get in trouble.
- Identify solutions to problem areas, so Telecommunicators can succeed.

### Excellence in Dispatch Certificate

This course is part of the National Emergency Number Association (NENA) Excellence in Dispatch (EID) Certificate. 9-1-1 professionals that complete this and at least two other EID courses, within two years, will receive the Excellence in Dispatch Certificate from NENA recognizing their commitment to the profession.

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### TENTATIVE PROGRAM SESSIONS:

**Opening Session: You own your attitude: How a focus on values and meaning can change everything.**

**Presented By: Dr. Michelle Lilly**



The past year has presented many unique challenges that have led to a nationwide increase in levels of stress, anxiety, and depression. When you add this to the inherent stressors of work within the 9-1-1 industry, many have been feeling trapped and depleted in recent years. This keynote address focuses on the one human behavior that no one else can control – your thoughts. Strategies for managing stress and enhancing mood during times of limited control, whether the limited control is actual or perceived, will be discussed. Based on clinical and research experience in the 9-1-1 industry, the keynote will provide examples and scenarios specific to the 9-1-1 work environment.

Dr. Michelle Lilly has studied the physical and mental health of public safety professionals over the past decade. She is among the first to publish data on the mental and physical health of 9-1-1 professionals, and has worked on research projects with retired law enforcement. She is trained in evidence-based interventions for stress and mental health conditions, and has experience in delivering training and intervention at the individual and group level. She has received state funding to support the development and distribution of her Saving Blue Lives training on PTSD, suicide, peer support, and resilience.

### Conference Breakout Sessions Highlights:

- |   |  |
|---|--|
| • Comfort Dogs in the PSAP                          | Lea Kelly, LCC K9 Comfort Dogs                         |
| • There is Never Enough Time                        | Karen Shorey, LMI Central IL                           |
| • Legislative Updates                               | Illinois APCO/INENA Legislative Committee              |
| • Domestic Violence & Dispatch                      | Stephanie Burzynski, SEECOM                            |
| • EMD Updates                                       | Illinois APCO EMD Committee                            |
| • IL-TERT, Involvement, Participation and Readiness | IL-TERT Board  |
| • Social Media in the 9-1-1 Center                  | John Kelly, Ottosen DiNolfo Hasenbalg & Castaldo, Ltd. |
| • When Next Generation Becomes Now: What's Next?    | Amy Marion, Rapid SOS                                  |

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

### Wednesday Closing Session: NG9-1-1 Roundtable

NG9-1-1 is upon us. With changes in the legislation, a state network on the horizon, and new deadlines for Text to 9-1-1, all 9-1-1 Public Safety Communications professionals must be tuned in to NG9-1-1 now! This round table will bring together subject matter experts from around the Nation and the State of Illinois to provide updates on what NG9-1-1 means to Communications Centers and their staff and provide important directions for the 9-1-1 community.

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## CONFERENCE SCHEDULE AT A GLANCE – 2021

### Sunday, October 24<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	Illinois APCO/INENA Joint Chapter Meeting
6:00 PM - 6:30 PM	“First Timer” Reception
6:30 PM - 9:00 PM	Welcome Reception in the Vendor Area

### Monday, October 25<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 - 1:30 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 -	5K Run

### *Dinner on your Own*

### Tuesday, October 26<sup>th</sup>

8:00 AM - 9:00 AM	Coffee & Rolls (Vendor Area)
8:30 AM - 11:30 AM	Vendor Area Open
8:30 AM - 3:00 PM	Registration 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 PM - 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 by the Sofa Kings</b>

### Wednesday, October 27<sup>th</sup>

8:00 AM - 9:00 AM	Coffee & Rolls
9:00 AM - Noon	Closing Session (Door Prize Drawing to follow Closing Session)

## **37<sup>th</sup> ANNUAL ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION CONFERENCE**

### **GENERAL CONFERENCE INFORMATION**

The Illinois Public Safety Telecommunications Association (IPSTA) Conference sponsored by Illinois APCO & INENA continues to be one of the largest, and best, events in the country. The Conference Committee worked hard to again offer a comprehensive and informative program for this year's annual conference.

The Conference Committee is working to get an EMD Site Code for the conference sessions. This will enable attendees to earn valuable continuing education (CE) credit.

### **CONFERENCE LOCATION**

The conference will be held at the Crowne Plaza, 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 **\$115.00** (plus 13.00% tax) and the Holiday Inn Express is **\$95.00** (plus 13.00% tax). Hotel reservations must be made using the housing form at the [9-1-1 conference website](#).

### **ONLINE CONFERENCE REGISTRATION INFORMATION**

This year the conference registration can ONLY be completed online: [www.911conference.org](http://www.911conference.org). A unique email address must be used for each person registered. Multiple registrations can be made in one transaction. If not paid by credit card, an invoice will be generated. Payment must be received before the registration is considered completed. Day passes, which include the meal for the day, are also available. Extra lunch and banquet tickets may be purchased at the conference registration desk.

**EARLY REGISTRATION DEADLINE: OCTOBER 3, 2021**

### **NO SMOKING POLICY**

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

### **SPECIAL ARRANGEMENTS**

If you, or a guest, have 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 (IPSTA)**

Illinois APCO and INENA formed an independent non-profit organization, IPSTA, to administer and manage the conference.



**Illinois Public Safety Telecommunications Association  
IPSTA ANNUAL CONFERENCE—OCTOBER 23 –27, 2021  
LODGING RESERVATION FORM**



**Hotel reservations WILL NOT be accepted over the telephone.**

**\*RESERVATION DEADLINE: Friday, September 24, 2021**

**Please complete this form and fax to 217.585.1373—Attn: Hotel Reservations  
Or email: dsidwell@cpspringfield.com**

Name room should be under: _____
Names of additional people in room: _____
Contact person: _____
Street address: _____
City: _____ State: _____ Zip Code: _____
Phone: _____
Email: _____

Arrival date: \_\_\_\_\_ Departure date: \_\_\_\_\_  
(Check –in is 3:00 PM) (Check-out is 11:00 AM)

Preferred Room Type: 1 bed \_\_\_\_\_ 2 beds \_\_\_\_\_

Special requests: \_\_\_\_\_

**Your reservation will not be made unless guaranteed with a credit card. All major credit cards are accepted. Cancellations of any or all nights must be received prior to Monday, October 11, 2021 or the first night’s room and tax amount will be charged.**

**Credit Card #:** \_\_\_\_\_ **Expiration Date:** \_\_\_\_\_

**Name on Credit Card:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

You will be placed at one of the hotels listed below or additional hotels if needed. Please check your preferred hotel. If your first choice is not available, you will be placed at the next available preferred hotel. Confirmation will be emailed directly from the hotel after processing.

- |  |   |
|--|---|
| <input type="checkbox"/> <b>Crowne Plaza**</b> | <input type="checkbox"/> <b>Holiday Inn Express</b> |
| \$115.00 + 13% tax                             | \$95.00 + 13% tax                                   |
| (single & double occupancy rate)               |   |
| \$125.00 + 13% tax                             | \$105.00 + 13% tax                                  |
| (triple occupancy rate)                        |   |
| \$135.00 + 13% tax                             | \$115.00 + 13% tax                                  |
| (quadruple occupancy rate)                     |   |

**\*\* Due to contract requirements with the Crowne Plaza, preference will be given to those requests registering for a minimum of three nights\*\***