



# Illinois Public Safety Telecommunications Association

September 26, 2017

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Dear Public Safety Professional:

This year the 33<sup>rd</sup> Annual Illinois Public Safety Telecommunications Association (IPSTA) Conference will take place in Springfield, Illinois from November 5<sup>th</sup> through 8<sup>th</sup>. This joint venture between Illinois APCO and Illinois NENA is one of the premier industry state conferences across the United States and provides excellent training and networking opportunities in addition to dedicated time with our industry partners.

Annually, IPSTA sees nearly 600 attendees and vendors during this four (4) day event in addition to having over 20 hours of Illinois Department of Public Health approved continuing education available.

Adjacent to the conference, IPSTA is offering two (2) pre-conference courses on Sunday, November 5<sup>th</sup> before the Conference kicks off.

- **Beyond CIT/Beyond 9-1-1**

*Telecommunicators must be prepared to deal with situations involving a person experiencing mental health issues/crisis and know how to respond to these situations. There is no denying the high volume of such calls and the significant number of reoccurring encounters with people experiencing mental health issues.*

- **Cybersecurity Awareness**

*In this NENA course, you will understand what cybersecurity means in the world of 9-1-1; discuss the most severe cyber risks to public safety; and learn how to develop the policies and procedures necessary to prevent and mitigate the damage caused by software viruses and network intrusion attacks.*

There is still time to register! We encourage you to forward this message to anyone within your organization who may benefit from this economical training opportunity. If you have an agency that supports yours, please pass this information along.

Visit us at [www.911conference.org](http://www.911conference.org) for additional information.

Regards,

The IPSTA Committee