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9-1-1 Wellness Summit

February 6, 2024 | Atlanta, GA

Creating Physical Spaces for Wellness in the ECC and Strategies for Promoting Staff Wellbeing



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Presented by:

Raymond Lee, AIA, FGM Architects Inc.

Joshua N. Mandell, AIA, FGM Architects Inc.

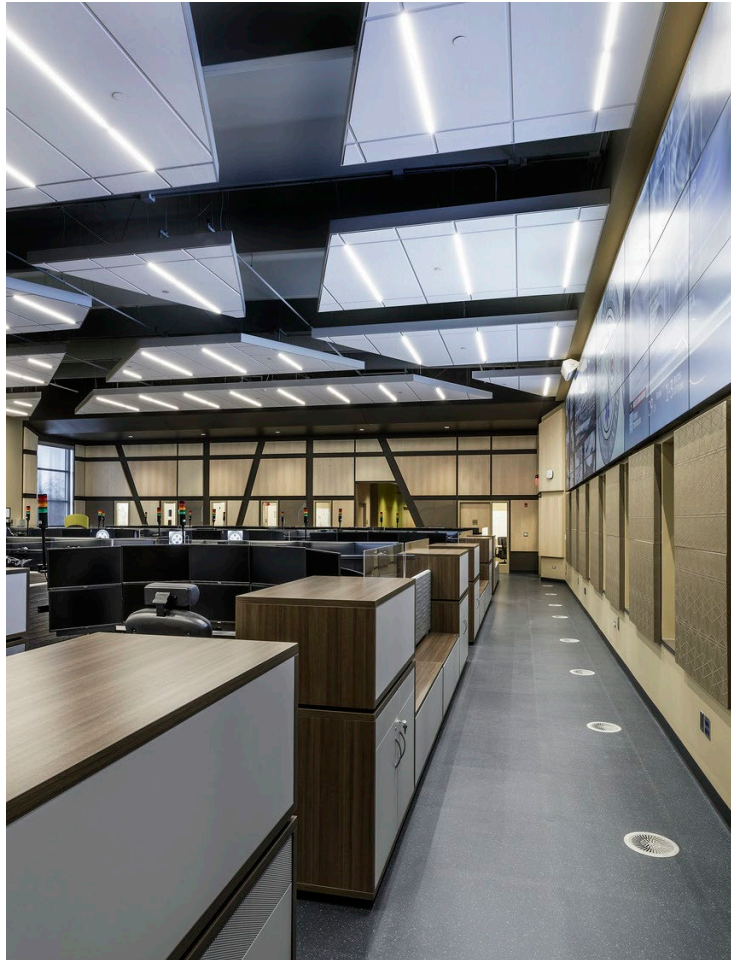
Leanna Carlson, Supervisor, Cook County Sheriff's Department 9-1-1



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Agenda

- **Introduction**
- **Stress and Your Brain**
- **Engaging Your Senses to Control Stress**
- **Other De-Stressors**
- **How Design Can Help Reduce Stress**
- **Conclusion**



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Introduction



Many health and wellness issues are caused by stress.

The stress you are under is unique.



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Introduction

Public Safety Telecommunicators have the 8th most stressful job out of 873 occupations in the United States

Occupational Information Network (O*NET)
U.S. Department of Labor

Police and Sheriff's Patrol Officers Ranked 34th

Firefighters Ranked 43rd

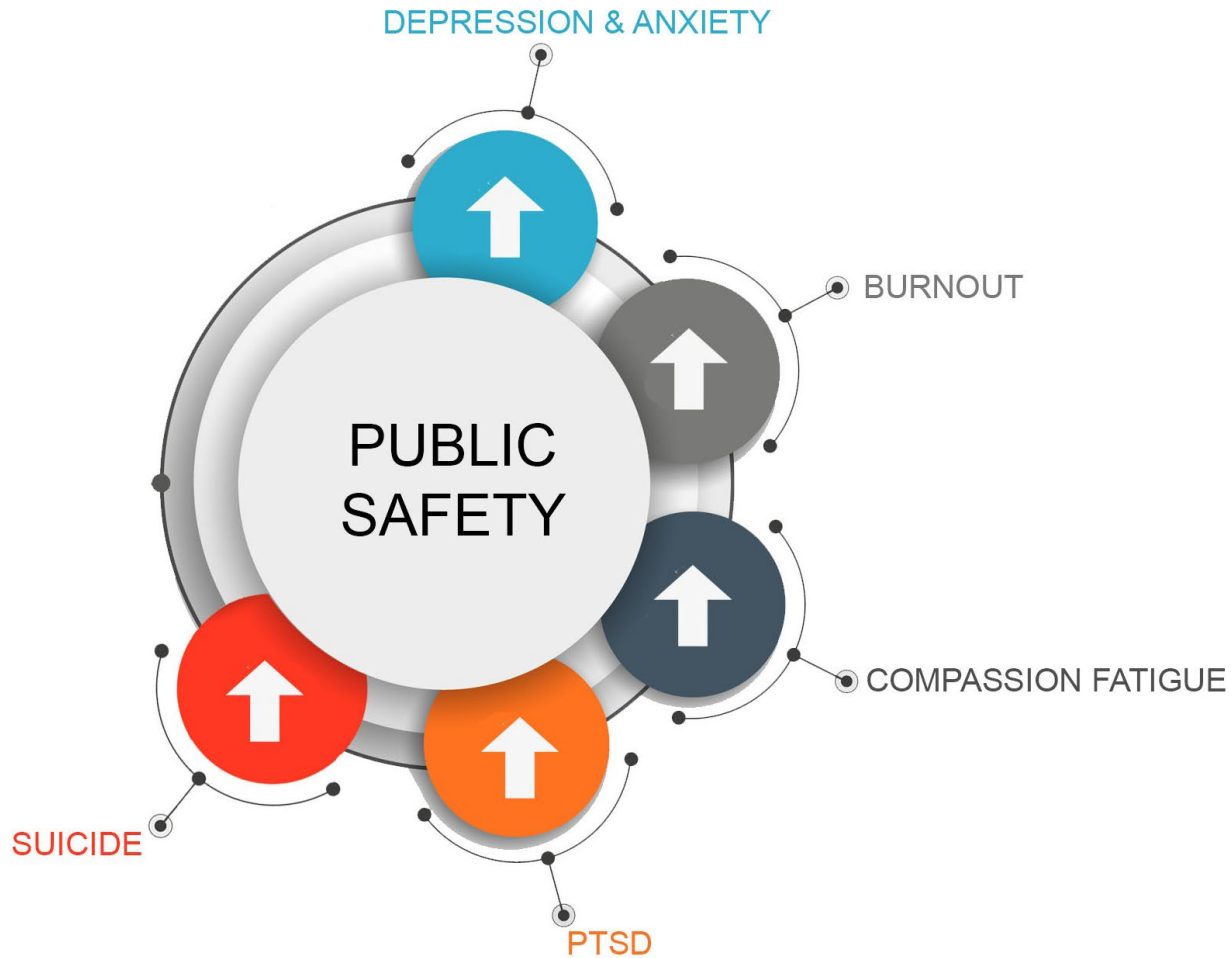


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Introduction



Stress has many harmful effects



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Stress and Your Brain

Stress affects your brain's chemistry

Your brain's chemistry is the driving force behind your mood, diseases and behaviors:

- Affects your energy levels
- Causes depression and anxiety
- Influences your performance
- Makes you calm or excited
- Changes your perception
- Affects your relationships
- Causes health issues



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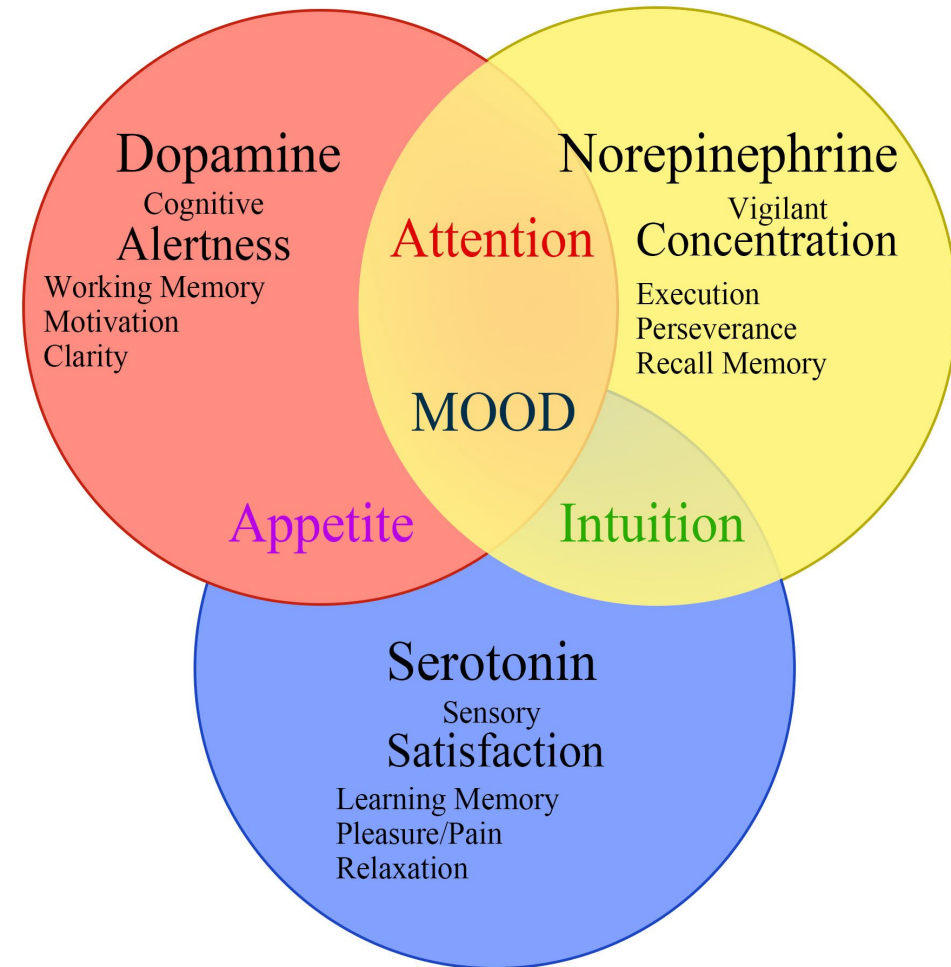
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Stress and Your Brain

**There are many different
brain chemicals**

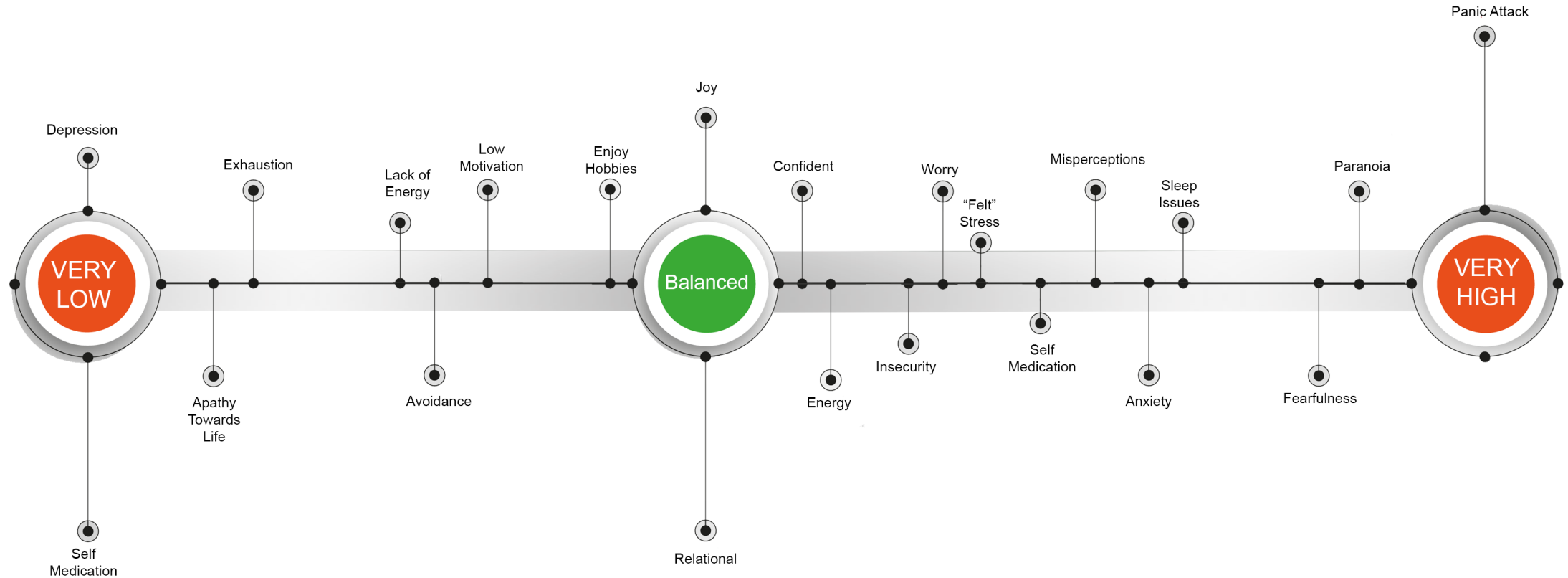
**Higher or lower levels of one
chemical affects others**





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Stress and Your Brain

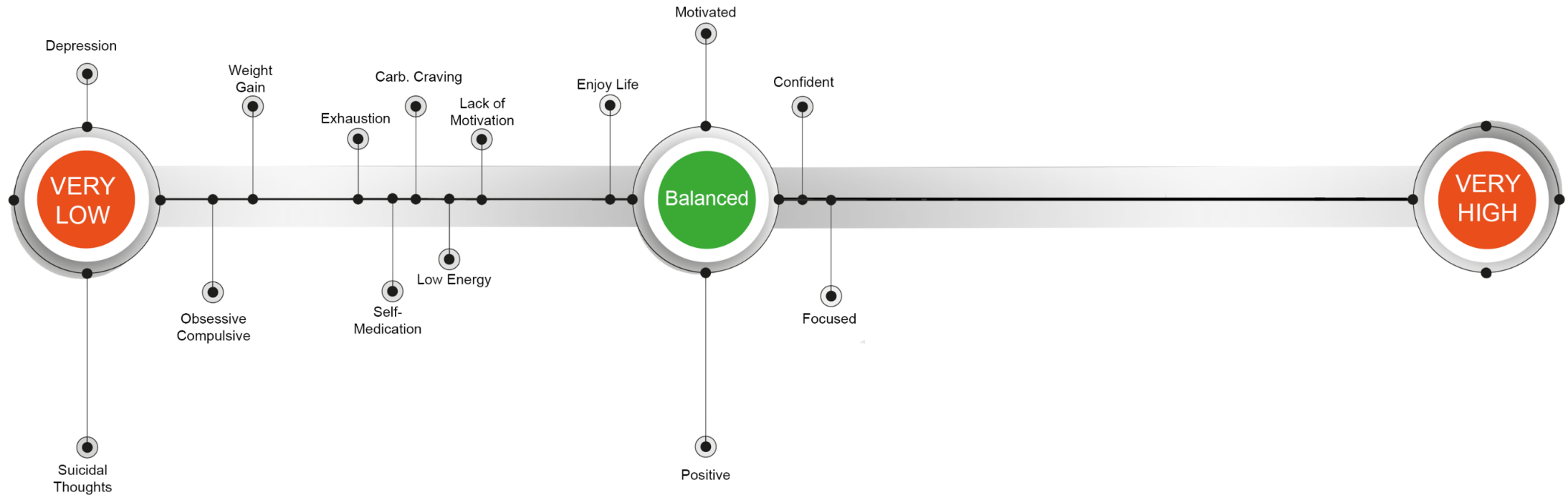


Affect of DOPAMINE on Behaviors



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Stress and Your Brain



Affect of SEROTONIN on Behaviors

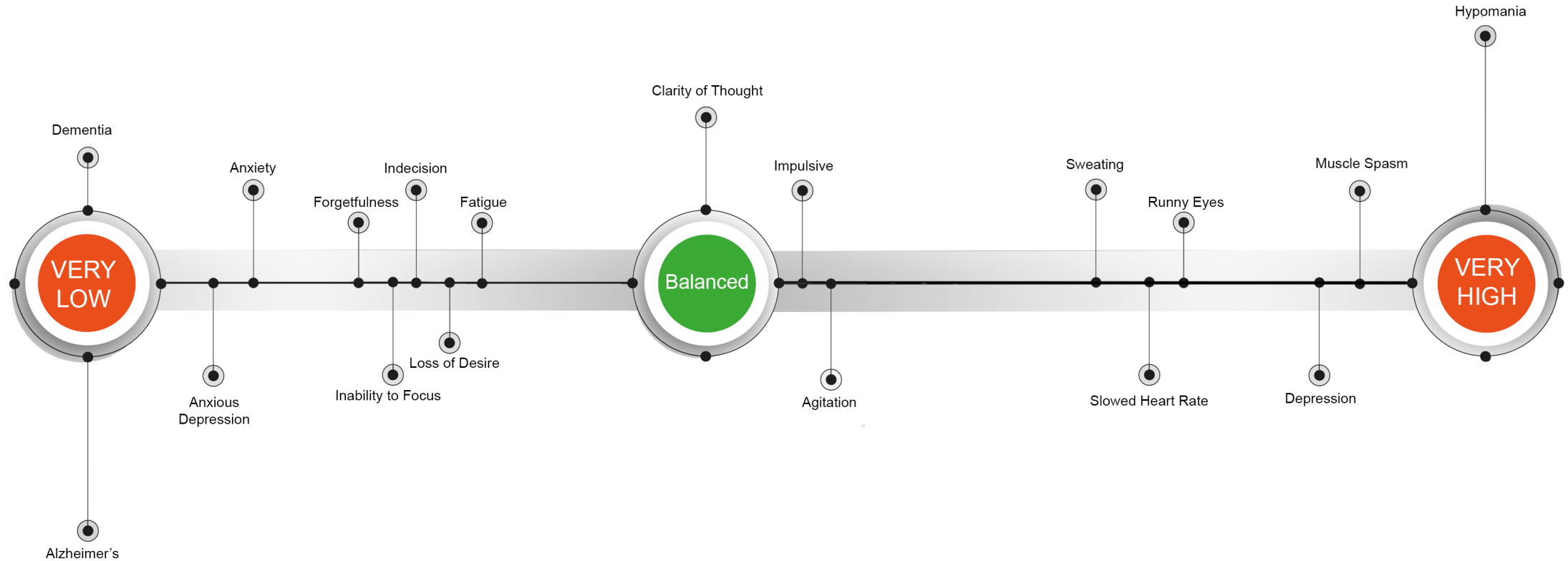


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Stress and Your Brain



Affect of ACETYLCHOLINE on Behaviors



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Engaging Your Senses

How can stress be reduced to promote wellness?

One method is to engage your senses.





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Sight



Color Therapy



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Sight






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Sound

Robertson Brain Health

FOLLOWING

21 PLAYLISTS 56 FOLLOWERS 1 FOLLOWING

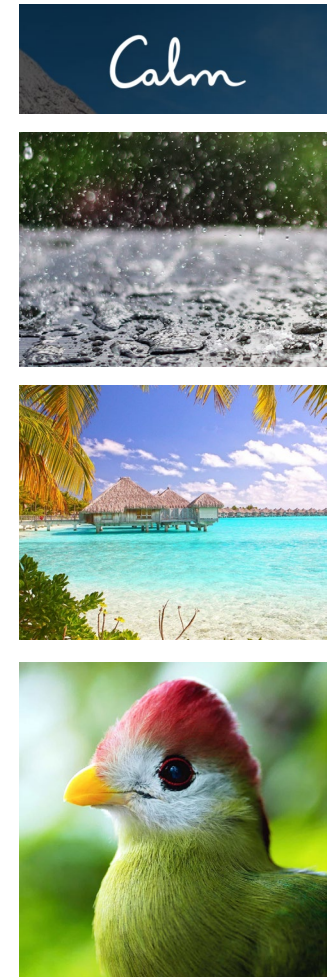
Public playlists

- Telecommunicator's Week- John Prine
1 like
- Police Week 2020 - Serotonin Drip
6 likes
- Police Week 2020 - Dopamine Drip
6 likes

[See all playlists](#)

Public playlists

- Telecommunicator's Week- John Prine
1 like
- Police Week 2020 - Serotonin Drip
6 likes
- Police Week 2020 - Dopamine Drip
6 likes
- Serotonin Drip - Lo-Fi Focus
5 likes
- Serotonin Drip - Easy & Acoustic
15 likes
- Dopamine Drip - Upbeat Acoustic
6 likes
- Serotonin Drip - Happy Indie/Folk
4 likes
- Dopamine Drip - Alt Energy
2 likes
- Serotonin Drip - Reggae Relax
2 likes
- Serotonin Drip - Chill Classics
3 likes
- Serotonin Drip - Cool Country



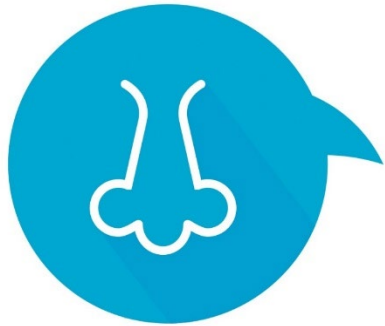


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Scent





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Touch





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Taste





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Other De-Stressors

There are many other ways to help you to reduce your stress levels:

- Physical Activity
- Connection to Outdoors
- Attention Restoration
- Sleep
- Awe
- Camaraderie
- Recognition





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Physical Activity





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Connection to Outdoors





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Attention Restoration / Biophilic Design





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Promoting Better Sleep - Circadian Lighting



noon



afternoon



sunset



evening



night



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Experiencing Awe





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Experiencing Awe





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Experiencing Awe





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Ask Your Staff for Ideas

Employee Wellness Committee

- Consists of telecommunicators from each shift
- We meet monthly for ideas to improve the wellness of our center
- Plan/Decorate for holidays, games, birthdays and anniversaries, TC Week, book clubs, specialty T-Shirts, etc.



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Recognition

Employee of the Quarter

- Peers vote for their coworkers on each shift quarterly
- Write positive statements about their coworkers
- Winners' pictures and comments are displayed on wall
- Each winner gets to dress out of uniform on Fridays



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Recognition





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Motivation

Lucky LT Lotto

Each month 5
random case
report numbers
are drawn

Lucky LT Lotto

Winning Numbers

October 2023

LT-23-57655 LT-23-58321 LT-23-59486 LT-23-61021 LT-23-62299

LOTTERY

Winners must claim prize by emailing: leanna.carlson@ccsheriff.org



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Motivation

Lucky LT Lotto

Employees enjoy pulling the case reports to see if they are a winner. Once they “claim” their prize they receive an email



Congratulations

Reply All with the week you will be cashing in



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How Design Can Help



The design of a facility can help reduce stress and promote wellness



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Create an Immersive Experience

How Design Can Help





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How Design Can Help

Quiet Rooms

Can also function as a bunk room and nursing space





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How Design Can Help

Quiet Rooms Helps to Quiet the Brain

- Reduces effects of stress
- Improves decision making
- Improves learning and memory, thereby decreasing risk of dementia
- Increases mindfulness and elevation of low serotonin thereby improving moods
- Decreases elevated dopamine thus improving cardiometabolic diseases
- Increases brain function, thereby increasing creativity
- Raises dopamine which improves passion and purpose with stressed individuals
- Provides energy to improve engagement with friends, partners and family when feeling exhausted



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Quiet Rooms

Soft Seating Example

How Design Can Help





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How Design Can Help

Quiet Rooms

Convertible Chairs





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How Design Can Help

Quiet Rooms

- Cook County Experience





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How Design Can Help

Quiet Rooms

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Quiet Rooms

- Cook County Experience

How Design Can Help





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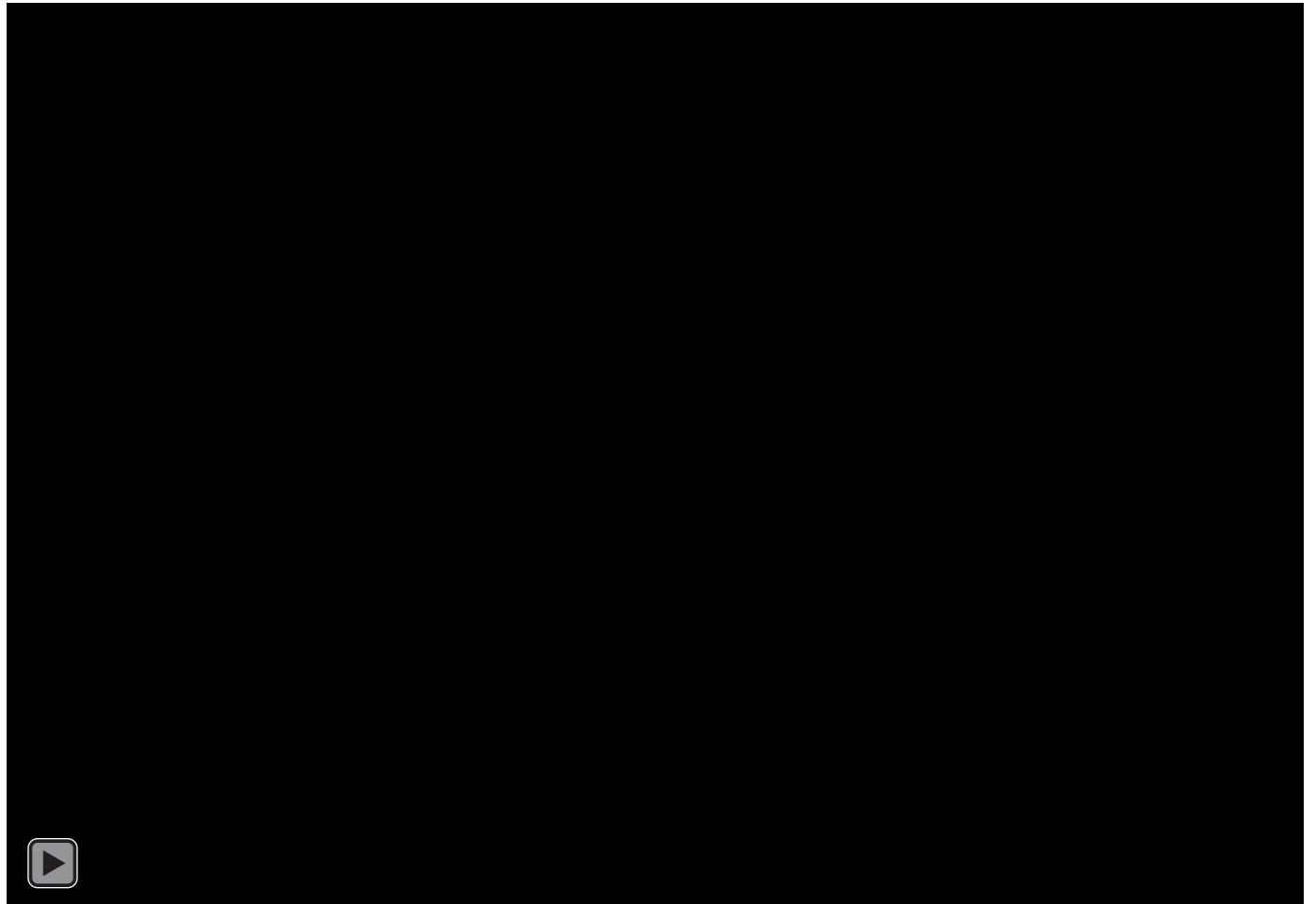
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How Design Can Help

Quiet Rooms

- Cook County Experience
- Lighting Video





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Quiet Rooms

- Cook County Experience

How Design Can Help





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How Design Can Help

Create “mini awe interventions” in your facility

- Create beautiful spaces for employees
- Add photos of beautiful, awe-inspiring places
- Incorporate nature into the workspace
- Add walking paths around your facility





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How Design Can Help

Create Connections to Nature





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How Design Can Help

**Demonstrate
Pride and
Purpose in
Your
Profession**





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How Design Can Help

**Demonstrate
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How Design Can Help

Break Rooms

Create spaces where you can “get away” or choose to be with co-workers

- Sunday Dinners
- Pre-Shift Events





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How Design Can Help

Break Rooms





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How Design Can Help

Add Seating for Quick Quiet / Time Out





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How Design Can Help

Incorporate Visual Textures





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Final Thoughts

Get a Comfort Dog!

Joey



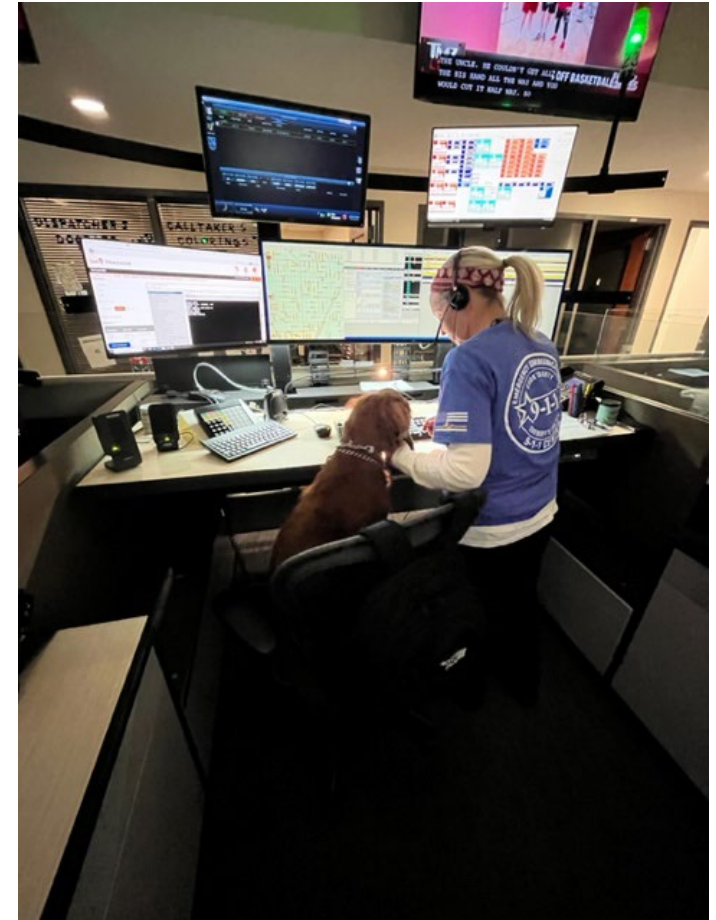


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Final Thoughts





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Final Thoughts

Blue



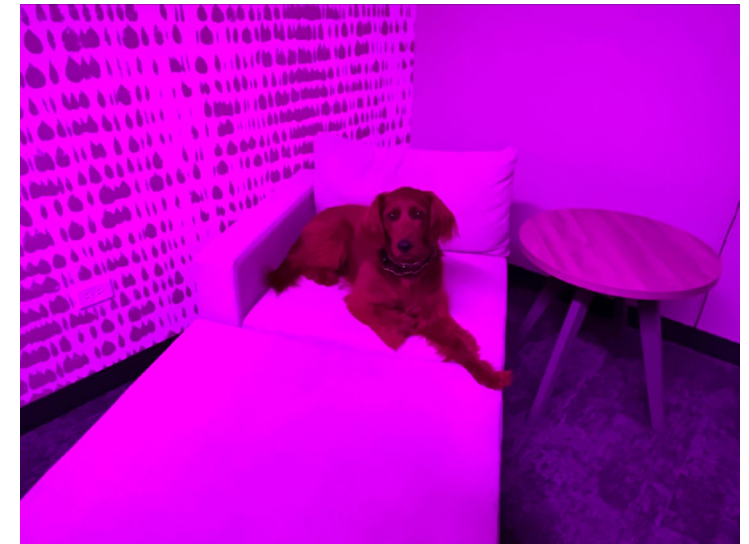
Intuitive Joey

Yellow



Joyful Joey

Pink



Loving Joey



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**The design of your facility,
elements you add, along your
wellness programs can help
manage stress**

**Think holistically, integrate stress
management practices with design
features**

**It is better to do something than
nothing at all**

Conclusion





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Questions





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