Headset & Health

Support Starts Here!

March 2026

Support is a strategy

We talk a lot about burnout, tough calls, and the weight this job can carry, but we also need to talk about the support offered and needed. Support isn't just an idea, it's part of how we stay healthy mentally and stay in this career long-term.

Resources offered through HCSO like Peer Support, Employee Assistance Program (aka The EAP), and Behavioral Health Division counseling are here and available for us. Knowing what they are and how they work matters, because waiting until you're overwhelmed makes everything harder.

Real Talk

"I love being a part of the Peer Support Network because it gives me the chance to connect with others in a meaningful and supportive way. Being there to listen, encourage, and share experiences creates a sense of trust and community that [truly feels] rewarding. It inspires me to grow as a person while helping others feel heard, valued, and understood."

C. Mayer, CTO & Peer Supporter - 4.5 Years of Service

Supervisor's Desk

"I've always been [someone] that my peers could talk to in confidence and without judgement. We all have built years of shared experience and understanding of the emotional toll this profession carries. I've learned that Peer Support isn't defined by a title. It means being someone others know they can turn to because of proven presence."

- A. Jackson. EDC Supv. & Peer Supporter - 17 Years of Service

Resources

HCSO Peer Support:
346 - 286 - 3175

HCSO Behavioral Health Division:
346-286-3150
Mon - Fri 8a-4p

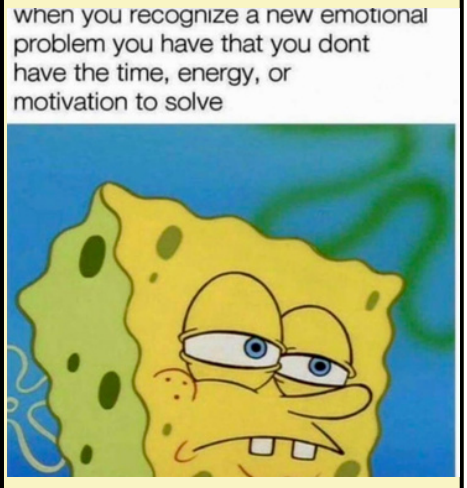
AETNA EAP
833-657-2111
resourcesforliving.com
User: Harris County / Password: EAP

Text Lines:
Suicide & Crisis Life Line -
Text 988

Veterans/Military Crisis Line - Text 838255 or Dial 988 then Press 1

All text lines are available 24/7

Light Corner





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Real Talk

"I stepped into this role because I know firsthand that this job is not just about taking a call, it's about the emotions behind every voice, the things we hear that stay with us long after the line/radio is quiet, and the way our minds can sometimes carry a call far beyond the moment it ends. We are exposed to trauma in ways many people will never understand, and how we feel truly matters. Peer support represents a safe place to be real, to process what we carry, and to remind each other that strength also means allowing ourselves to be human. It's my way of helping protect the hearts behind the headsets and making sure no one has to carry the weight of this job alone."

- K. Arnold, CO & Peer Supporter, 3 years of service

Supervisor's Desk

"Because of my personal experiences as a call-taker and dispatcher, I've made it a goal to check in with my team whenever I hear them handle a particularly difficult call or scene. We are not alone in this career, and it's important that we remember to support and take care of one another.

Sometimes something as simple as, 'Hey, are you okay? Do you need a break? Do you want to talk?' can go much further than we realize. Small moments of connection matter.

We truly are a 'wamily'—a work family—and it's important that we continue to support, encourage, and lift each other up. Please don't hesitate to reach out to our Peer Support Team, Behavioral Health Team, or seek a counselor through our EAP. I have personally used our EAP to connect with a counselor, and it has been more helpful than I ever imagined. It is okay to not be okay. Just don't let that stop you from reaching out for support."

-E. Riley, EDC Supervisor, 19 years of service

Light Corner



Coming Next Month:

Autism Awareness in Action

Next month we'll focus on Autism- awareness, understanding, and practical ways to better support our community and one another.

Mindset Tip of the Month

Save one support resource in your phone this week: Peer Support, EAP, or Behavioral Health. You may never need it, but if you do, it's already there.

And if something has been sitting heavier than you'd like to admit... that's okay, consider using the number you saved.