



**Texas Police Trainers LLC**  
(In partnership with CPR24Seven)



**Course Description:** Working in Public Safety is accompanied by a variety of work-related stressors. More specifically, telecommunicators encounter an array of issues that are detrimental to their overall health. Telecommunicators are subjected to experiencing mental health issues like depression, and anxiety, among others. It is imperative that telecommunicators work to preserve their overall wellness both at the workplace and at home. By targeting different dimensions of wellness, telecommunicators can begin to take control of their own well-being. This course is to inform 9-1-1 Telecommunicators on the topic of workplace wellness and to provide them with ideas that they can implement into their day-to-day lives to help increase their longevity in the workplace.

**Topics covered:**

- Define wellness, mental health and Generalized Anxiety Disorder.
- List emotional and physical symptoms of anxiety.
- Explain how mental health issues, such as anxiety, can affect their daily life.
- Define and list symptoms of depression.
- Define Stress and how stress can negatively affect the human body.
- list signs of too much stress.
- List how poor mental health and stress can negatively affect an employee.
- List examples of work-related stressors.
- Analyze their own flaws and shortcomings.
- Define Absenteeism and Presenteeism.
- List 5 things that indicate you are well.
- List 5 things that indicate you are unwell.
- Identify the 7 Dimensions of Wellness.
- List 8 ways to create a mentally healthier workplace.
- List mental health and wellness activities that involve multiple coworkers.
- Develop a personal game plan.
- List 4 different mental health resources



**Who should attend:** Individuals assigned as a Telecommunication Operator, Dispatch Supervisors and/or Dispatch Leads

**Course Information:**

**Host Agency:** Jersey Village Police Department

**Training Location:** 16401 Lakeview Dr, Jersey Village, TX 77040

**Course Date:** June 8, 2026

**Time:** 8:00 am – 5:00 pm

**Length of course:** 8 hours (Training hours will be reported by CLEAT)

**Cost per attendee:** \$75.00

To register, [click here](#) or go to <https://texaspolicetrainers.com/?p=37343> .

**Hotel:** Holiday Inn Express & Suites Houston NW Beltway 8-West Road, 9120 West Road, Houston, Texas 77064.  
**To receive our Corporate Discount, make your reservation through Texas Police Trainers at 512-766-0659.**



# Alberto Valbuena

Training Coordinator  
Instructor

“A GOOD and QUALIFIED instructor could change your way of thinking and make it enjoyable to learn.”

Alberto Valbuena



Alberto Valbuena is a seasoned public safety professional with over 20 years of dedicated service to his community. His career has encompassed various roles, including Firefighter, Emergency Medical Technician (EMT), and Public Safety Dispatcher. With a profound commitment to the safety and well-being of those around him, Alberto has cultivated a diverse skill set that enables him to effectively address many public safety challenges.

He became interested in public safety during the horrific event on September 11 where he found out that he was unable to help unless he was a first responder, in public safety or construction.

A few years later after taking a Firefighter Instructor class he found his passion for teaching and has continued to improve it since.

Since then, Alberto has taught a diverse range of subjects to a wide audience, including:

- **Fire Safety Education** for preschools, elementary and middle schools, daycare centers, and senior care facilities.
- **Firefighter Training and Drills** to enhance readiness and operational skills.
- **BLS CPR Instruction** for first responders and healthcare providers.
- **CPR and First Aid Training** for families, employees, and community leaders, equipping them with lifesaving skills.
- **Public Safety Dispatcher Training and Refresher Courses** on handling fire, EMS, and police communications.
- **Workplace Wellness for 9-1-1 Telecommunicators**, providing strategies to help increase their longevity in the workplace by promoting wellness practices that can be incorporated into their daily routines.

## Certification

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- State of CT Firefighter II
- State of CT Firefighter Instructor I
- State of CT EMT – Basic
- APCO CTO
- AHA, ARC, & HSI BLS Instructor
- TCOLE Master Telecommunicator
- TCOLE Basic Instructor
- TX-TERT
- CISM/GRIM

## Skills

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- Fluent in Spanish
- Leadership
- Problem-solving
- Teamwork
- Organization
- Calm demeanor
- Patient

## Presented at

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- 2025 TX Public Safety Conference
- 2024 TX Public Safety Conference
- 2024 TX Public Safety Fall Symposium
- 2023 TCOLE Training Conference
- 2023 TX Public Safety Conference
- 2023 TX Public Safety Fall Symposium
- 2023 TX Crime Prevention Association Conference

## Contact

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9936 Lexington Drive  
Providence Village, TX 76227  
203-249-6465 mobile  
[acvp888@gmail.com](mailto:acvp888@gmail.com)