



OAS | DPS

Inter-American Day of the Single Emergency Number

Voices of Resilience: Sharing Stories to Strengthen the Wellbeing and Mental Health of Emergency Personnel

Day: Thursday, February 13, 2025

Time: 11 am time in Costa Rica | 12pm time in Ecuador | 1 pm in Dominican Republic | 2 pm time in Uruguay

Format: Virtual

Platform: Zoom

Agenda

Welcome remarks, John Reimberg, General Director, Integrated Security Service ECU 911 [5 minutes]

Introduction, Karen Bozicovich, Department of Public Security [5 minutes]

The healing power of storytelling, Ricardo Martínez II, Founder, Within the Trenches Media [30 minutes]

Presentation of outstanding emergency personnel [15 minutes]

Roundtable with outstanding emergency personnel from: [40 minutes]

- Costa Rica's 9-1-1 Emergency System
- Dominican Republic's 911 National Emergency and Security Response System
- Ecuador's Integrated Security Service ECU 911
- Uruguay's General Directorate of the Unified Command Center of the National Police

Closing remarks:

- Ricardo Martínez II, Founder, Within the Trenches Media [5 minutes]
- Karen Bozicovich, Department of Public Security [5 minutes]