

Maintaining Sustainability of Public Servants in Turbulent Times:

Supporting the Humans Behind the Mission

Thursday, May 12th | 10:15 AM

Maintaining Sustainability of Public Servants in Turbulent Times: Supporting the Humans Behind the Mission

NLC-RISC

Pittsburgh

May 12, 2022



History

- Rhonda Kelly- EMT (Antarctic, Volunteer and Career), Firefighter/Paramedic (Aurora Fire), ER and Psych ER Nurse, Health & Safety
- Founder ResponderStrong- born at CU Anschutz- National Mental Health Innovation Center in 2016- moved to All Clear Foundation in 2020
- Director GMR Life (Health, Wellness and Resilience) at Global Medical Response: January 2020-present
- All Clear Foundation Executive Director: November 2020-present

ALL CLEAR FOUNDATION

- Launched October 2019 by Global Medical Response as a solution for the common challenges among Emergency Responders nationally
- Mission: to improve the wellbeing and longevity of Emergency Responders (including Healthcare Workers) and their families
- How: through strategic partnerships, create easily accessible and navigable systems of wellness Solutions for Responders, Frontline Healthcare Workers, and their families. Encompasses mental, emotional, physical, and relational health. Available to **career and volunteer** from **hire through retirement**.
- <http://www.allclearfoundation.org>



Challenges

- Geographic- urban, large, small, rural, volunteer
- Financial – personal and agency budgets
- Scheduling/Time – overflowing training calendars, low staffing

- How to create effective Solutions that are accessible across all these domains:

Digital, Train the Trainer, and Hybrid

2020-2022: Burnout and Compassion Fatigue

is a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. It occurs when we feel overwhelmed, emotionally drained, and unable to meet constant demands: a failure to meet our basic human needs.

Increases our susceptibility to anxiety, depression, substance misuse, anger...When we are stressed, we are more likely to sustain a stress-related injury.

Burnout occurs when our (cumulative) stressors outpace our (cumulative) **self care**.



Challenges Being Seen Across Public Service

Understaffing

Recruitment and retention

Work from home/return to office- boundaries/expectations

Insecurity- novel times, destabilizing

Instability- social, financial, global

Inflation- homes, finances, investments, retirement

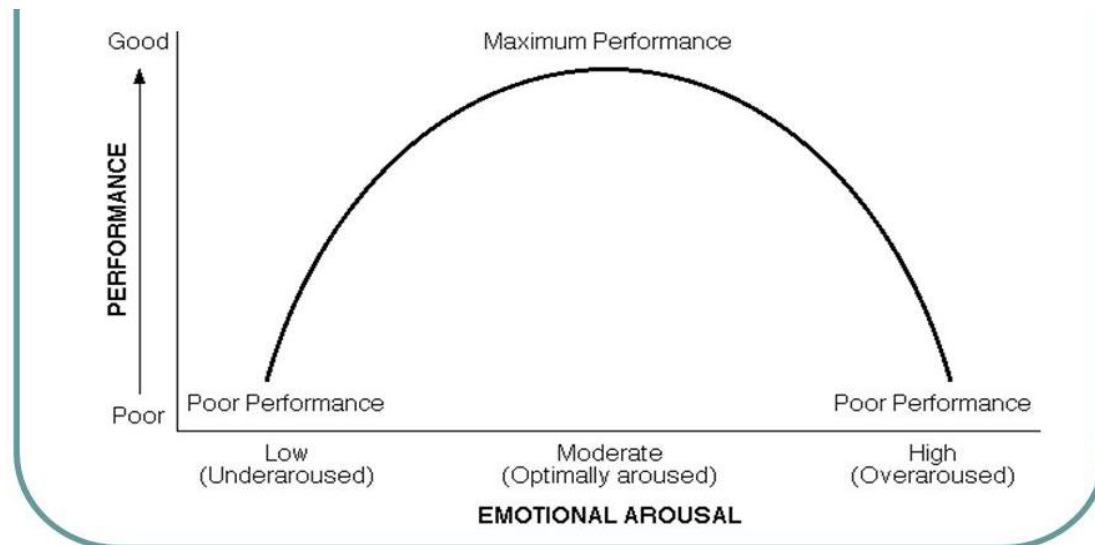
Increasing complexity with decreased capacity

Existential concerns- meaning, freedom, security

STRESS

Stress

- Body's response to a threat, perceived threat, or challenge
- Not always bad, can be motivating and necessary to manage difficult situations
- Body is designed for acute stress; however, much of what we encounter today is chronic stress



Stress



Sympathetic Response:
Fight or flight (or freeze)

Stress Hormones:
Adrenaline
Cortisol
Nor-epi



Acute vs. Chronic Stress

THE "BOILING FROG" SYNDROME

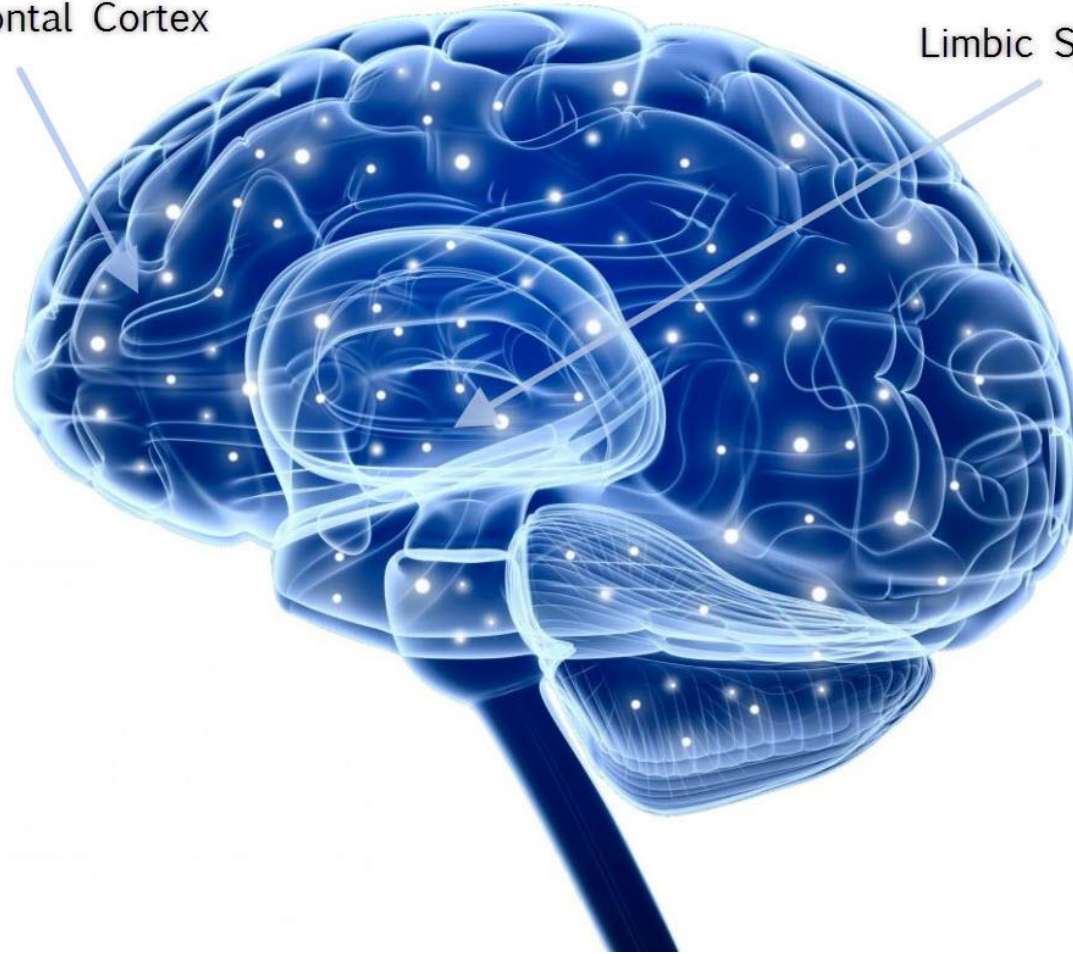


© BRIGHTSIDE

Stress

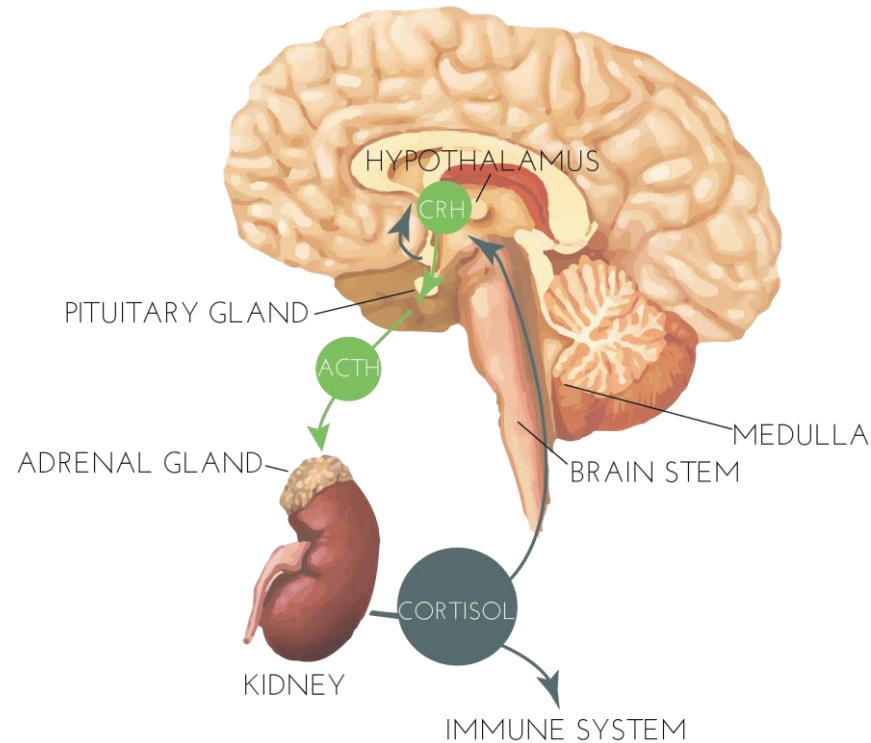
Prefrontal Cortex

Limbic System



Stress

STRESS RESPONSE SYSTEM



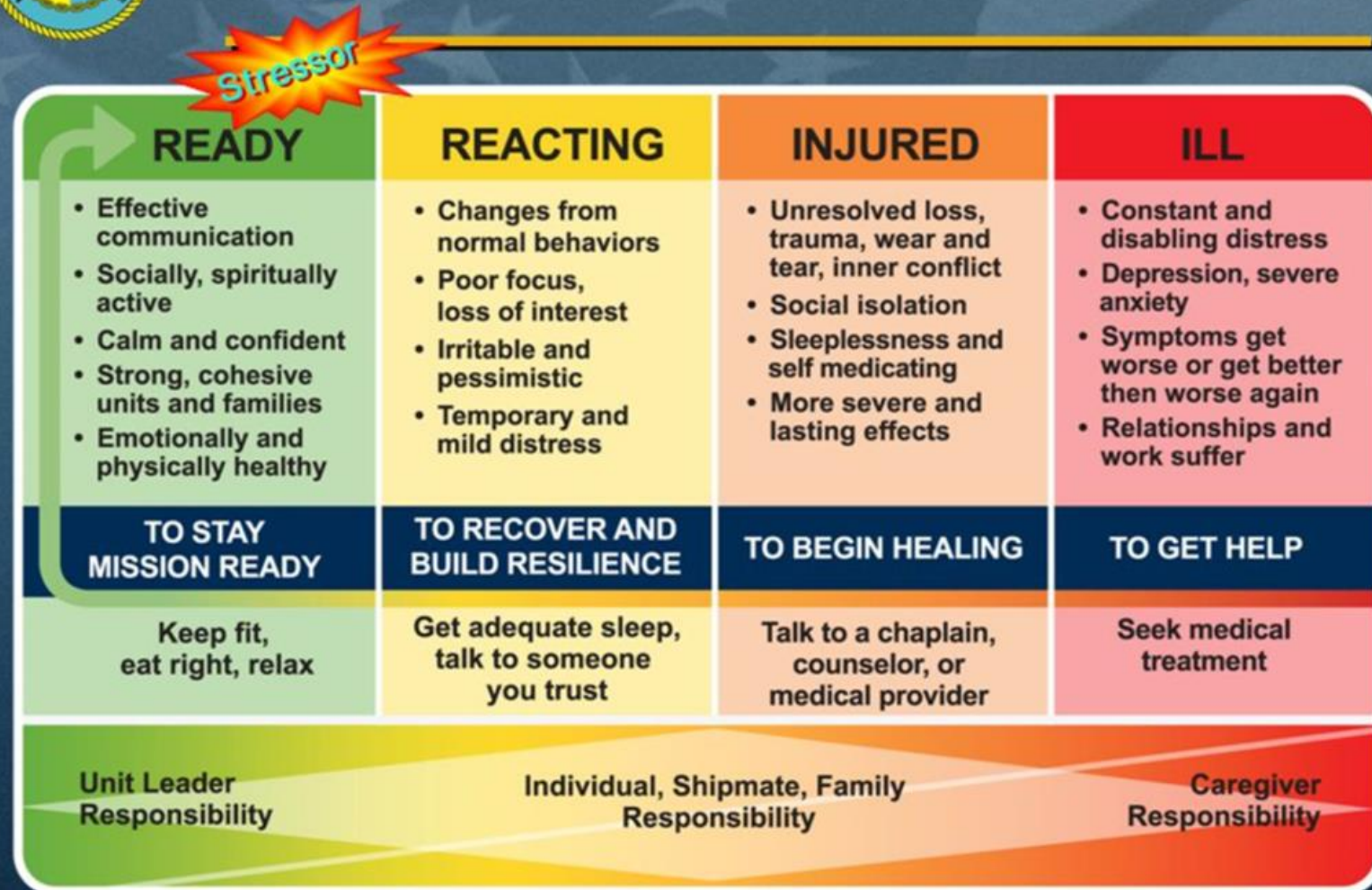
Prolonged stress response leads to:

- Decreased immune response
- Increased inflammation
- Decreased digestive function
- Impaired sugar metabolism (insulin)
- Lower level cognitive functioning

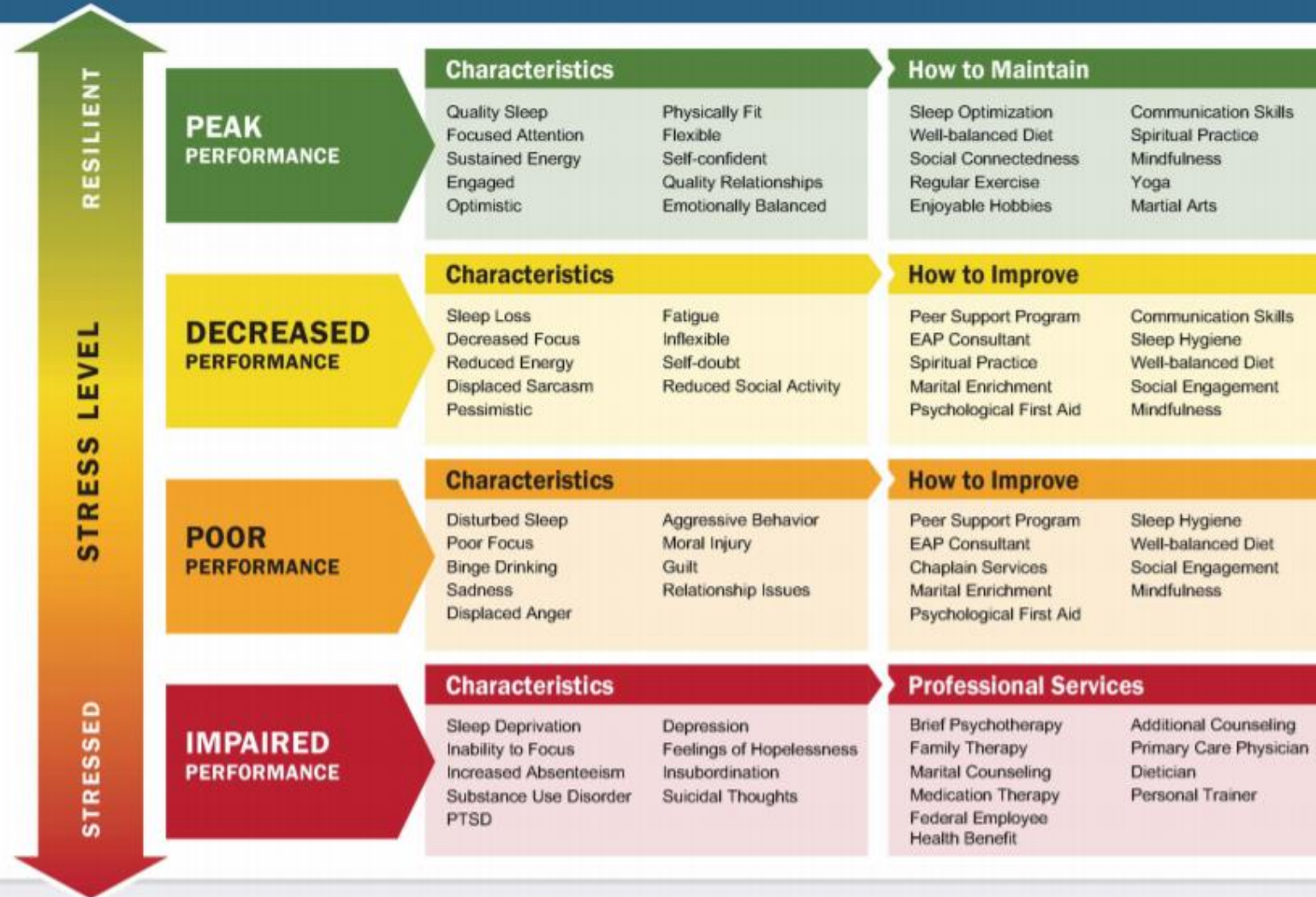
Stress Injury Formation



Stress Continuum Model



Health & Performance Continuum



Information and resources to improve your performance can be found at:
dhs.gov/employees



Stress and Resiliency

- Stress and trauma can accumulate over time
- How we prepare for it (proactive) and process it (resilience) impacts our wellness (mentally and physically)
- To increase our capacity to cope, we need to meet our basic human needs
- Succeed, Thrive, and Matter

How Do We Keep Public Safety Appealing

- Show we care for the human behind the uniform, desk, job
- Focus and train for the human impacts of the jobs
- Train stress management and injury prevention
- Focus on performance on the job and in life
- Take care of our leaders
- Engage families
 - Awareness
 - Education
 - Tools and Resources

2022 Agency Concerns

- Recruitment
- Retention
- Decreased performance under long-term stress
- Exodus from jobs due to career pressure from:
 - Public
 - Media
 - Family

Digital Solution- YOU | ResponderStrong

In April 2020, Global Medical Response, the Anschutz Foundation, Grit Digital Health and All Clear Foundation collaborated to create an effective tool to empower Emergency Responders and their families.

Launched in Summer of 2020.

More than 25,000 users. Free and confidential.
Available 24/7.



- Home
- Explore
- Self Checks
- Goals

- Colorado Resources
- Bookmarks
- About YOU
- Stories

BROUGHT TO YOU BY



About YOU® | ResponderStrong

This is your confidential space for responders, healthcare workers and their families to take charge of their well-being in order to Succeed, Thrive, and Matter.



What's YOU | ResponderStrong?

The first of its kind, this is a digital platform, available 24-7, with hundreds of evidence-based resources and tools to support responders, health care workers and their loved ones with their personal and professional well-being.

[LEARN ABOUT ALL CLEAR FOUNDATION](#)

Get the word out.

The ResponderStrong Marketing Toolkit has everything you need to help spread the word, from posters to videos and social media assets. Help your responder



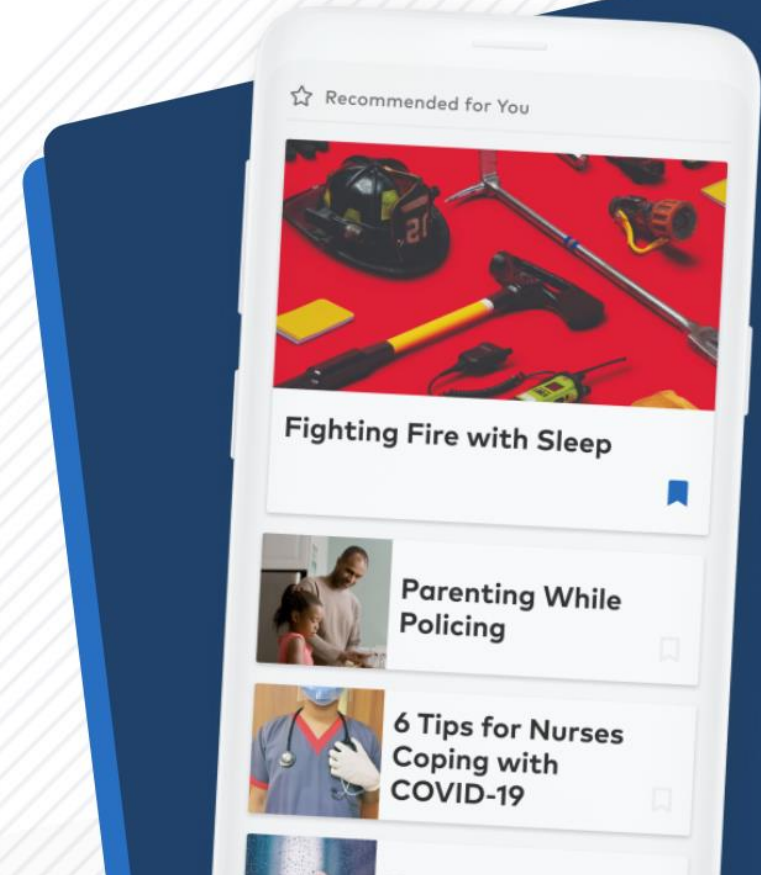
An essential tool for essential work.









As a frontline responder, rescuing others is the job, but that job can take its toll. YOU | ResponderStrong is a free, confidential space for responders and their families to take charge of their well-being and be their best in their personal and professional lives.

 LOG IN

 GET STARTED

 100% free & confidential. Really. 



-  Home
-  Explore
-  **Self Checks**
-  Goals
-  Colorado Resources
-  Bookmarks
-  About YOU
-  Stories

Check in with yourself

Succeed

SUCCEED measures all things on the business end of your life — from professional skills to career goals and finances.

[RE-TAKE THE ASSESSMENT](#)

[SEE SUCCEED RESULTS](#)

Thrive

THRIVE measures physical, mental, and emotional well-being — letting you make the most of every aspect of your life.

[RE-TAKE THE ASSESSMENT](#)

[SEE THRIVE RESULTS](#)

Matter

MATTER helps you find purpose in your relationships and community. From volunteerism to inclusivity and understanding your personality, here you can deepen your sense of belonging.

[RE-TAKE THE ASSESSMENT](#)

[SEE MATTER RESULTS](#)

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- Home
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What do you want to explore?

Try Searching For "Stress" Or "Finances"

Featured Topics



Stress Management Series

All Well-Being Topics

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YOU | ResponderStrong Wellness Tool

- <https://you.responderstrong.org/>
- Emergency Responders including Frontline Healthcare Workers and their families
- Agencies -wellness program template/content
- Free and available 24/7
- All Clear Foundation Solution

RESPONDERSTRONG™
AN ALL CLEAR FOUNDATION SOLUTION

**Mental Health Curriculum | Train
the Trainer Workshop**

Register for ResponderStrong's Train the Trainer Workshop

● Milwaukee

October 8, 2021 | 0900-1700

Milwaukee Police & Fire Academy, 6680 N Teutonia Ave,
Milwaukee, WI 53209

(Virtual Option Available)

● Chicago

November 3, 2021 | 0800-1600

SSG Miller Homeland Security Education Center (HEC),
Room 1022, 425 Fawell Blvd, Glen Ellyn, IL 60137

(Virtual Option Available)

Other Events Coming Soon: Boston, Seattle, and Des Moines

RESPOND Online

What is RESPOND?

REAL Essentials RESPOND, a CRE e-learning video series created with Responders for Responders is a series that highlights some of the common challenges we experience in our relationships and communications.

Why?

As Responders, emergency response work not only challenges us but can also impact our loved ones in many ways. Check out our REAL Essentials RESPOND Online content to empower you and yours with the skills and knowledge to strengthen and sustain your most important relationships.

How?

The RESPOND Online series provides an easily accessible taste of the popular Responding to Your Relationships catalogue designed to provide Responders and their families with valuable, tailored relationship and communications skills.

This e-learning video series focuses on some of the common challenges we experience in our relationships, both at home and in the workplace, offering both insight and workable solutions.

Content includes:

- Understanding personality styles
- More effectively managing stress
- Preventing and resolving conflict
- Growing and maintaining resilience
- Meeting our own basic human needs
- Building self-worth
- Deepening intimacy
- Creating our own personal legacy



[Click here to access RESPOND Online videos](#)

RESPOND Online Feedback

“All of it. Love Language completely explains by personal relationship issues and also my leadership issues. Communication Danger signs. Seriously, all of this is useful.”

- **98% answered “yes” to the following question**
 - *Will you be able to apply the information you learned to your professional life?*
- **98% answered “yes” to the following question**
 - *Will you be able to apply the information you learned to your personal life?*
- **94% answered “yes” to the following question**
 - *Do you believe this content could be an effective means to promote healthy culture change within your organization?*
- **96% answered “yes” to the following question**
 - *Did you find the E-Learning Platform to be an effective learning tool for this information?*
- **93% answered “yes” to the following question**
 - *Do you see value in providing access to this and similar content to your personnel?*

SUCCEED

CAREER, FINANCE,
AND EDUCATION

THRIVE

PHYSICAL AND
MENTAL HEALTH

MATTER

COMMUNITY
AND PURPOSE

**ALL CLEAR FOUNDATION HAS CREATED SOLUTIONS
TO ADDRESS THE PERSONAL AND PROFESSIONAL
NEEDS OF RESPONDERS AND THEIR LOVED ONES.**

Our solutions directory will connect you to support
resources that positively benefit your individual
situation.

HRSA Grant

- Small, rural, and/or medically underserved communities
- Emergency Responders and Healthcare Workers
- 3 years- three 12-month cohorts of 50
- YOU | Responderstrong; Train the Trainers; Coaching Modules
- NERPSC Departmental Wellness Program
- NERPSC Clinician Certification
- IPSDI- data – translate into actionable plans



[Home](#) [Course Catalogue](#) [National Directory](#) [Contact Us](#) [Create Account / Login](#)

NATIONAL EMERGENCY RESPONDER & PUBLIC SAFETY CENTER™

CERTIFICATION, TRAINING, AND SUPPORTIVE SERVICES



Thank you for your time!

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