



Responder Resilience Program Frequently Asked Questions (FAQs)

Who qualifies for the Responder Resilience Program?

We will never turn anyone who needs help away, but this consultation service is specifically designed to serve people in front-line occupations in industries including but not limited to: Law enforcement, fire/EMS, healthcare, behavioral health and public health.

I am retired/not currently working in a front-line occupation, but I have been exposed to trauma in a past job. Do I qualify for this program?

Yes! Please call to get connected to care.

How does this work?

The first step starts with you. Call our dedicated consultation line, where MHRB staff member Carolyn Wright will ask you a few basic questions about your preferences. We will match you up with a care provider, who will contact you within one to three business days to make an appointment. MHRB will pay for three free sessions with them.

Does it cost anything to use this service?

Your first three sessions with a care provider are funded by MHRB.

How much will it cost to continue receiving care after my first three free sessions?

MHRB's mission is to help everybody and every family find pathways to care regardless of income level. We will work with you and your care provider to find a solution that can allow you to continue receiving care, should you want it.

I feel like hurting myself or others. What if I need help sooner than one to three days?

This program will connect you with a care provider within one to three business days of calling. If you are in crisis or in need of immediate medical care, please call 911 or a crisis line:

- Crisis Text Line: Text 4hope to 741-741
- Clark County Crisis Line: 937-399-9500
- Greene County Crisis Line: 937-376-8701
- Madison County Crisis Line: 740-852-6256
- National Suicide Prevention Lifeline: 1-800-273-TALK



How long will this program be available?

Currently, this program will be available until summer 2021. We recognize that COVID-19 is an ongoing crisis, so many first responders may not start feeling the effects of trauma until much later. We strongly encourage front-line workers to call us immediately for care to prevent mental health concerns later on.

How is this program funded?

MHRB members approved use of MHRB reserve dollars to provide extra assistance to our communities in response to COVID-19. Those funds

How do I know if I should call you?

Trauma can take many forms and it affects every person differently. Some of the signs that you might be experiencing the effects of trauma include:

- Initial symptoms: exhaustion, confusion, sadness, anxiety, agitation, numbness, dissociation, and confusion.
- Delayed symptoms: persistent fatigue, sleep disorders, nightmares, fear of recurrence, flashbacks, depression, or avoidance of emotions, sensations or activities that are associated with the trauma, even remotely.

I don't feel traumatized. Why should I call you?

Trauma can sometimes take years to show up, but chances are you've been feeling its effects this entire time. We think of mental health as being a part of PPE (personal protection equipment) for front-line workers. While resilience will not protect you from COVID-19, it can help protect you from many of the indirect effects of working in a crisis – like stress build-up or identifying and coping with trauma.

In that sense, every front-line worker should call us, regardless of whether they currently feel the stress or trauma of their work, so that we can help prevent any long-term mental health damage.

I'm struggling with something that happened years ago. Is it too late to call?

It's never too late to ask for and receive mental health care.



Is this service anonymous? I'm worried that my boss/co-workers/family members/people will find out. I'm worried about my job or reputation.

This program is designed to be discreet. Callers will be asked to answer a few questions to help us identify their needs and preferences, but names of clients will not appear on invoices and will remain confidential.

Is this the same thing as therapy?

Yes, but it might not look the same way as you've seen it in the movies. Think of our care providers as a close friend you can trust to keep your conversations completely private, and that has experience dealing with exactly what you're going through now.

Can I choose who I talk to? What if I work for or with a care provider in this program but I don't want my colleagues to find out that I've called?

We will make every effort to be discreet, and that includes assigning a care provider who does not work in the same circles as you. We'll talk more about your preferences during your initial call.

I work long shifts. Will I be able to receive care after working hours?

As part of your questionnaire, we will note your availability and match you with a care provider who can be available according to your schedule.

Can I call on behalf of someone else?

We value our front-line workers' privacy and confidentiality, and for that reason we must speak directly to the person receiving care. If you think a family member or loved one needs care, the best thing you can do is ask them to call us directly.

Are remote sessions available?

Yes! Due to COVID-19, many sessions are exclusively online. We will ask you about your preferences when you call.