



NAEMT Mental Health Resilience Officer Course

Checklist of Actions to Develop an Agency Resilience Program

To help you get started in developing or strengthening your agency's mental health resilience program, here is a checklist of actions to take:

- ✓ In collaboration with your agency's management, create a Wellness and Resilience Steering Committee comprised of EMS practitioners and management. The committee will take the lead on brainstorming, planning, achieving buy-in and implementing wellness and resilience initiatives. If your EMS agency or fire department has a union, union leadership must be involved from the beginning. Others you may consider inviting to participate include registered dietitians, exercise physiologists, health educators, and mental health counselors.
- ✓ Define your agency's culture of wellness and resilience. This is an opportunity to affirm your agency's commitment to the employees' mental, emotional, and physical health. Your wellness and resilience steering committee can take the lead on creating this vision for wellness and resilience. You can use NAEMT's EMS Culture of Personal Resilience and Well-Being position statement as a starting point. [Download the statement here.](#)
- ✓ Create a culture of wellness and resilience policy. Your policy (or policies) should define what the agency will offer to employees, and what employees are expected to do in return. If you have a collective bargaining agreement, the policy may need to become part of it.
- ✓ Identify and prioritize innovative practices for your agency. Survey your colleagues to identify the issues they are most concerned about, what activities or initiatives they would be most likely to participate in, and what they would value the most.
- ✓ Work with your agency's management to budget for implementation of new practices. Wellness and resilience are broad concepts that can encompass many levels of benefits and programming. By having agency leadership involved, you can determine how much money is available to build or sustain programs and resources.
- ✓ Develop relationships to offset costs for implementing your new practices. EMS provides an essential service to the public. Ask local businesses, healthcare providers, and philanthropic and service organizations to help you in taking care of the people who take care of them.



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Discounts, special offers, donations, and grants can offset costs for your wellness and resilience program.

- ✓ Ask your EMS practitioners for feedback. Through surveys, focus groups, or task forces, learn about what is working, what employees value the most, and what programs and services they are utilizing the most.
- ✓ Document progress. There are many ways to potentially measure the impact of wellness and resilience programs. Job satisfaction surveys, sick day use, attrition rates, drug tests, worker's comp payments, and health insurance costs are a few of them.