

# FLOW

A Wellness Program for First Responders and their Families

*“The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.” RACHEL NAOMI REMEN*

Working as a first responder—there’s nothing like it. There is no substitute for the camaraderie and making a real difference in people’s lives. Unfortunately, the impact of the work eventually takes a toll on your own life. The gravity of the things that you experience can overwhelm you, leaving you with symptoms that affect your mood, your sleep, and your ability to enjoy your life and your family. Unfortunately, many first responders hesitate to seek support for fear that they will be judged negatively in doing so.

**Being a helper doesn’t have to hurt.** Your leadership wants to make sure that you have access to the support needed to remain healthy in the important work that you do. As part of our FLOW program, the following services are available to you at NO CHARGE:

- Personal support managing the impact of work-related stressors and cumulative trauma exposure
- Transitional support in times of personal or occupational change or crisis (relationship issues, reassignment, retirement, family growth or loss of a loved one, personal or family illness, etc.)
- ALL services are confidential—no information about your conversations with our FLOW counselor will be shared with the Department without your permission
- Meet with our FLOW counselor on-site for convenience or at our downtown office if additional privacy is desired
- Post Trauma Resources’ records are NOT eligible for release under Freedom of Information Act (FOIA) requests, and they are not part of your personnel file.
- FLOW services are not affiliated with your private insurance nor the city Employee Assistance Program (EAP), and there are no costs to you for utilizing the services. There are no limits on the number of times you can utilize the services.