

# Mental Health

## 911 Emergency Communications Personnel



DEPARTMENT OF  
**EMERGENCY  
COMMUNICATIONS**

# Services Provided

- Shine at Work
- Critical Incident Stress Management (CISM)

# Shine at Work



Shine at work is an award-winning app that bring daily, culturally competent support to our organization and it is FREE to all employees.

An app for the employees wellbeing.

Creates a culture where employee mental health is prioritized.

# Shine at Work Program

- Meditations voiced by a diverse group of experts, daily mood and gratitude check-ins, recommended articles
- Resources and programming to support employee engagement
- Expert-led events and workshops around employee wellbeing
- Easy-to-use reporting and analytics dashboard

# Shine at Work Program

In-App experts includes

- Mediation Hosts
- Therapist
- Mindfulness Teachers
- Psychologist
- Yoga & Meditation Teacher
- Holistic Health Coach
- Diversity, Equity & Inclusion (DE&I) Facilitator & Leader

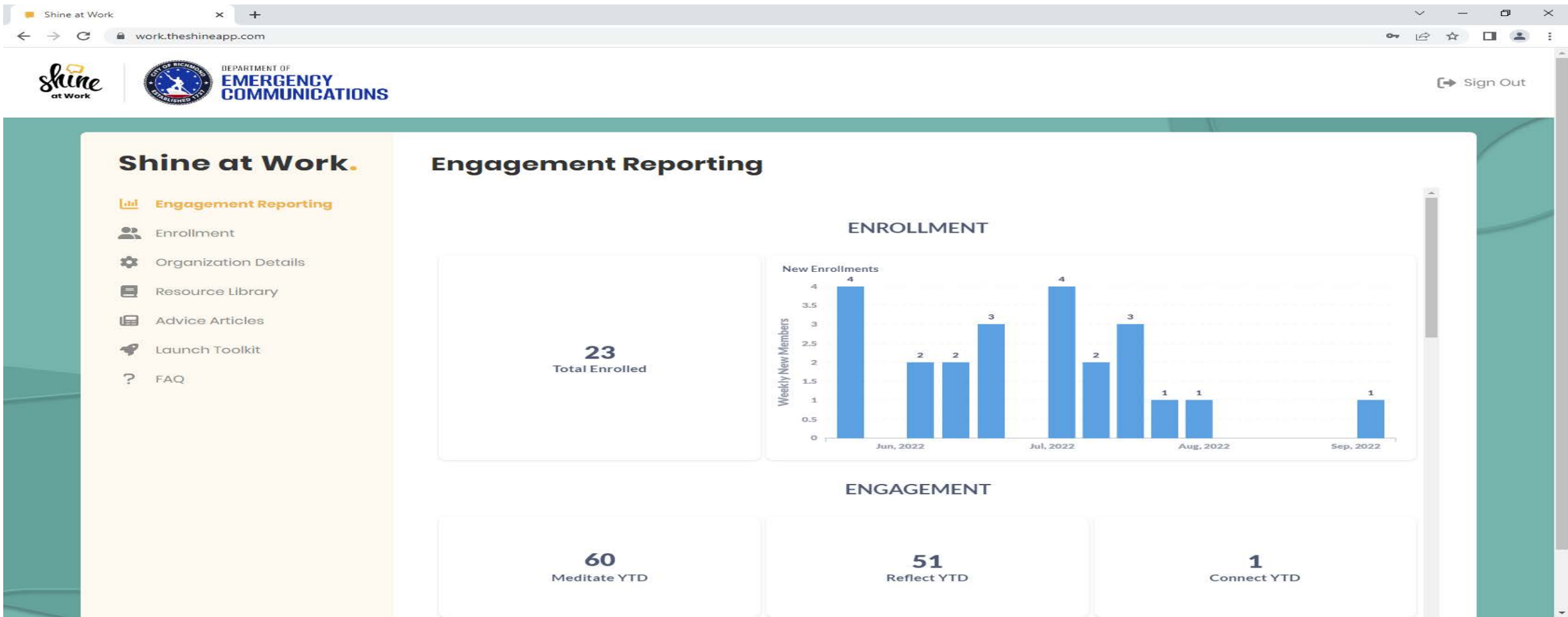
# Shine at Work Reporting

Employees create their own accounts after downloading the app. The department does not receive any personal information on any employee enrolled. Log in and usernames are created by the employee.

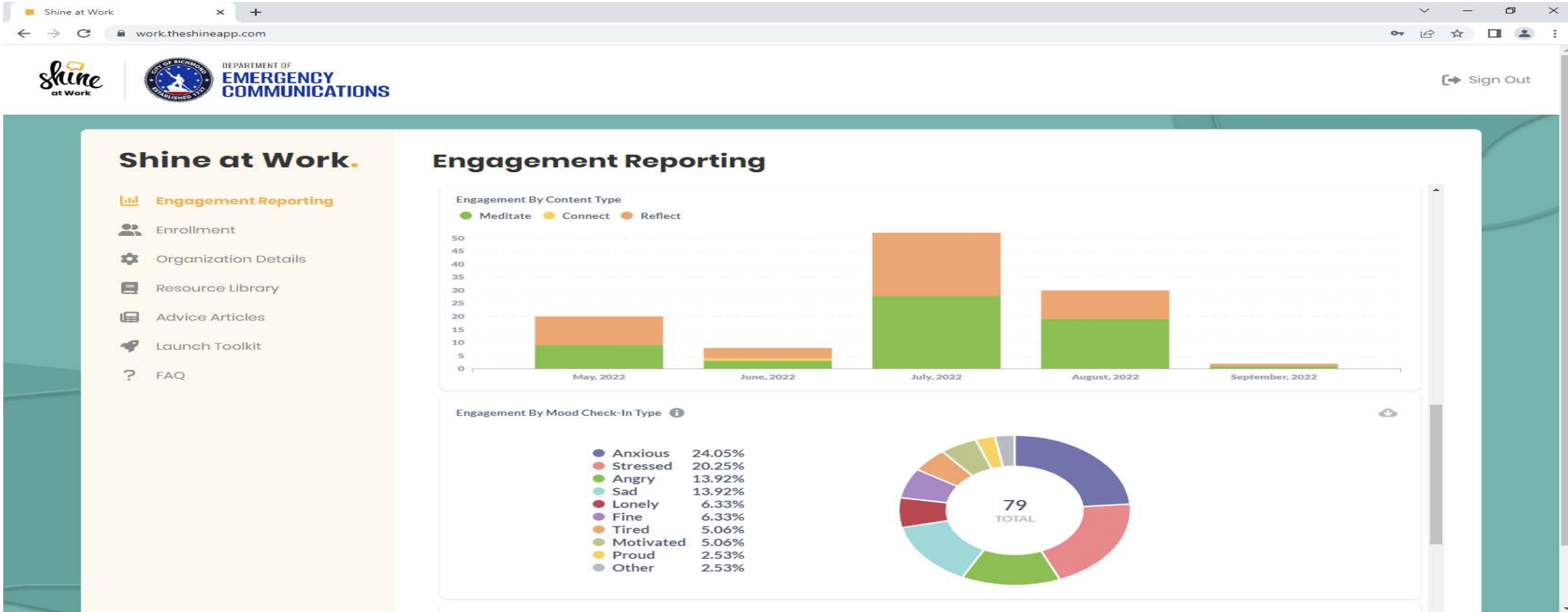
However, there are trigger words that prompt notifications (i.e. regarding bodily harm)

Only the administrators access to the reporting system. The reporting system provides information such as how many employees are enrolled and engagement activity.

# Shine at Work Reporting



# Shine at Work Reporting





# Shine at Work Program

- The department coordinator ensures that an email is sent out each month encouraging employees to download the app, register and take advantage of the free benefit

# Critical Incident Stress Management

## CISM

A team within the department with a goal to assist peers with stressors caused by professional and personal events.

An opportunity to receive tangible peer support and help anticipate and address potential difficulties.

Sometimes the emotional aftershocks (or stress reactions) appear immediately after traumatic events. Sometimes they may appear a few hours or a few days later. Any, in some cases, weeks or months may pass before the stress reactions appear.

Supervisors and team members recognizes that any employee involved with incidents such as some listed below are subject to some type of stress reaction.

- a. Officer/Firefighter involved shooting and/or death in the line of duty Cardiac of a known person
- b. Traumatic incident involving a known person
- c. Traumatic or medical emergencies involving infants.

# CISM

- Team members are notified when an employee has been involved in incidents such as listed in the previous slide.
- Our team work closely with the Richmond Police Departments (RPD) CISM team and the Richmond and the Richmond Fire Department (RFD) Peer Support Team
- Both RPD and RFD provide support in ways such as a presence with our team members during role calls on days following a critical incident
- All information discussed with a team member is to remain confidential unless there is intent of bodily harm to yourself or someone else

# CISM

- Twice yearly selected employees are sent to a seminar in the Charlottesville area Virginia Law Enforcement Assistance Program (VALEAP) Post Critical Incident (PCIS)  
(seminar includes group briefings, psychologist, massage therapist, Eye movement desensitization and reprocessing (EMDR) and networking)  
EMDR participation is on the volunteer basis only

# CISM

- The department currently has a total of four (4) members
- A CISM presentation is conducted for each Basic Dispatch Academy (BDA)
- Recruiting bulletin sent on September 15, 2022 as the number of interactions has increased over the last year
- Members receive 40 hours of initial training usually with State Police instructor

# Thank you



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