NVFC NATIONAL VOLUNTEER FIRE COUNCIL FIRE • EMS • RESCUE

Help for NVFC Members and Their Families When They Need It Most

PROVIDENT

The Organization Serving the Volunteer Fire, EMS, and Rescue Community

The National Volunteer Fire Council (NVFC) is the leading nonprofit membership association representing the interests of the volunteer fire, EMS, and rescue services. The NVFC serves as the voice of the volunteer in the national arena and provides critical resources, programs, education, and advocacy for first responders across the nation.

In addition to the NVFC First Responder Helpline, the NVFC's Share the Load program offers resources and support for emergency responders and departments to focus on behavioral health. This includes the Psychologically Healthy Fire Departments toolkit and training to empower leaders to foster wellbeing among their members, as well as the Directory of Behavioral Health Professionals that lists local providers ready and equipped to help responders and their families with long-term support.

www.nvfc.org

NVFC
712 H Street NE
Suite 1478
Washington, DC 20002

Phone: 1-888-ASK-NVFC (275-6832)
Email: nvfc@nvfc.org

The NVFC First Responder Helpline

Firefighting and emergency response are stressful jobs with high levels of risk and unpredictability. In addition, volunteer responders are often juggling their fire service responsibilities with full time jobs and family commitments. All of these factors can have an impact on the wellbeing of responders and their families.

While many companies offer employee assistance programs (EAPs) to deal with work-life issues, such services are usually not available for volunteer firefighters and EMS providers, who must regularly deal with traumatic events and life-or-death decisions unique to their role, as well as the everyday stresses that most people face. Over time, these pressures can take a serious toll on a firefighter's physical and emotional health.

Confidential Assistance Available 24/7 to Help Responders Better Cope

The NVFC recognizes this service gap and has partnered with Provident, a leading provider of customized insurance products for emergency services organizations, to offer a solution tailored to the distinct needs of our members. This program is provided to all NVFC members – you do not need to enroll in the First Responder Helpline.

This new assistance program provides NVFC members and their household family members with immediate assistance in a crisis moment as well as confidential counseling, resources, and referrals to assistance for a range of issues, including:

- Stress Management
- Depression
- Family Conflict
- Anxiety
- Relationships
- Financial or Legal Concerns
- Addictions
- Grief or Loss
- Problem Gambling
- Child or Elder Care

As needed, counselors can provide referrals related to insurance benefits and community resources.

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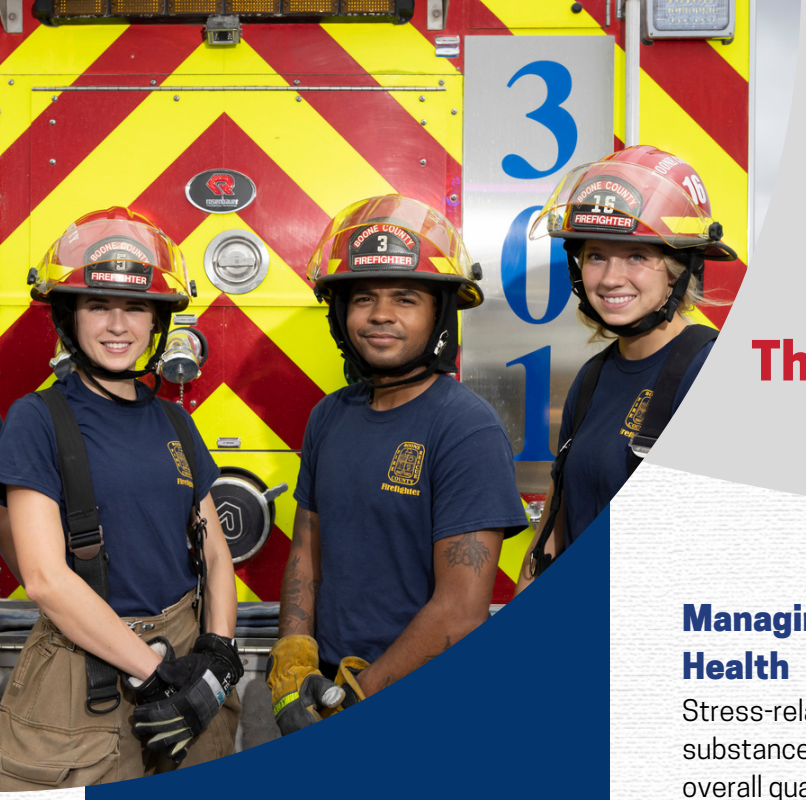

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The NVFC First Responder Helpline

Peace of Mind for Responders and their Families

The NVFC First Responder Helpline is designed to help NVFC members better manage the stressors and struggles they shoulder in their efforts to protect their communities. For all that they sacrifice, let the NVFC help bring them the peace of mind they deserve any time they need it. The Helpline is available to all NVFC members as well as their household family members.

Managing Stress for Better Physical and Emotional Health

Stress-related issues may lead to sleep deprivation, depression, and substance abuse, and can often impact personal interactions and overall quality of life. These factors can contribute to a decline in physical and emotional health, which may be life-threatening in an emergency situation.

The NVFC First Responder Helpline offers a stress management program that includes up to five telephone coaching sessions[1] provided by masters-degreed counselors who identify stress triggers, teach coping techniques, and develop an ongoing stress management plan.

Useful Resources to Lighten the Load of Everyday Life

In addition to the intense stress they may face in the line of duty, first responders still have to deal with many of the same issues and problems that most people do. The NVFC First Responder Helpline includes consultation, resources, and referrals for the everyday concerns that can cause distractions and loss of focus when it's most important. Assistance is available to firefighters for:

- **Family issues** – Child care, elder care, adoption research and referrals
- **Legal needs** – Access to attorneys for 30-minute phone or in-person legal consultation
- **Financial concerns** – Referrals to financial consultants to assist with debt management, credit problems, retirement planning, or college funding

1 or the number of sessions allowed by state law

Learn more at www.nvfc.org/helpline.

Join the NVFC to access the First Responder Helpline benefit at www.nvfc.org.

THE NVFC FIRST RESPONDER HELPLINE IS NOT INSURANCE AND IS NOT PROVIDED BY AXIS INSURANCE COMPANY. IT IS A SERVICE PROVIDED BY BHS™ IN PARTNERSHIP WITH RESPONDERS 1ST CALL™. The Accident & Health insurance coverage is underwritten by AXIS Insurance Company.