The NVFC First Responder Helpline Frequently Asked Questions (FAQs)

When and how can I access these services?
Call **(800) 897-9995** toll-free 24 hours/7 days a week.

How do I access the web site?
Learn more about the First Responder Helpline at www.nvfc.org/helpline.

Do I need to enroll?
This program is provided to all NVFC members – you do not need to enroll in the First Responder Helpline.

Are the services only related to first responder incidents?
The services provided are not limited to first responder incidents and could be the result of work-related, family, or any other unrelated incident or situation. The program is available to NVFC members and their household family members to help cope with traumatic incidents, everyday life stress, family issues, and more.

Is the program confidential?
This program is confidential. No one will know you have used the service unless you give permission to discuss it or if you tell them yourself.

How are these services provided?
This program is provided through Provident by Business Health Services (BHS), a leader in providing emotional and behavioral health consultations, in partnership with Responders 1st Call.

What is the background and experience of the call center?
BHS has been providing mental and behavioral health services to organizations since 1983. The contact center is staffed by master's level clinicians with an average of 5 years of experience specially trained in assisting and supporting first responder groups.

Will I be billed for any of these services?
No. The program is included in your NVFC membership.

What types of problems can I get assistance with through the NVFC First Responder Helpline?
The First Responder Helpline offers immediate assistance in a crisis moment as well as resources and referrals for a variety of issues including:

- Stress management
- Depression
- Family conflict
- Anxiety
- Relationships
- Financial and legal
- Addictions
- Grief or loss
- Work/life balance

What stress management services are offered?
The First Responder Helpline can provide up to five telephone coaching sessions[1] with master's degreed counselors who identify stress triggers, teach coping techniques, and develop an ongoing stress management plan.

What are work-life services?
This program offers consultation, resources, and referrals for the everyday concerns that can cause distractions and loss of focus when a first responder needs it most, including:

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

[1] or the number of sessions allowed by state law