



WELLNESS INITIATIVE PROGRAM

Work Well.

Play Well.

Be Well.



In Partnership with the
Cobb County Public
Safety Foundation



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About the Program

The Wellness Initiative Program was created through a partnership between Cobb 911 and Kennesaw State University. A survey of current 911 dispatchers revealed a troubling number of employees facing critical levels of PTSD and other mental health challenges related to high-stress incident calls. In response to this important finding, a dedicated team was formed within the 911 center to focus on mental health needs and provide essential resources for employees. The program will be overseen by 911 Director, Melissa Alterio, and a dedicated team of staff members, with plans to begin implementation in December 2024.

Purpose

To foster a healthier, more supportive work environment within the Cobb County 911 Center by prioritizing the well-being of team members.

Goal

Improve mental and physical health, reduce burnout, increase job satisfaction, and enhance team cohesion in a high-stress, high-volume emergency communications environment.



Programs to be included in the Wellness Initiative

After-Hours Communication Protocol

The objective of the After-Hours Communication Protocol is to establish clear boundaries that protect personal time and ensure adequate rest and recovery. To achieve this, a policy will be implemented that limits non-emergency work-related emails, calls, and messages after hours. Additionally, a specific on-call personnel will be designated for emergencies, ensuring that other team members are not disturbed. To maintain fairness, a shared calendar or system will be created to track on-call shifts.

Peer Support and Mental Health Resources

The objective of the Peer Support and Mental Health component is to ensure that every team member has access to emotional support and mental health resources. To achieve this, the existing Peer Support Program will be strengthened by providing regular training and enhancing its visibility within the team. Additionally, confidential counseling services will be offered through Employee Assistance Programs (EAP) and facilitate regular mental health check-ins, fostering a culture that encourages seeking help when needed.



Programs to be included in the Wellness Initiative

Healthy Boundaries and Self-Care

The objective of the Healthy Boundaries and Self-Care initiative is to foster a culture of self-care and respect for personal time. To support this goal, taking breaks during shifts will be encouraged to prevent burnout and maintain alertness. Employees will be supported to utilize their vacation and mental health days, highlighting the importance of time off. Additionally, resources and training will be provided on stress management, relaxation techniques, and healthy lifestyle habits.

Physical Wellness

The objective of the Physical Wellness initiative is to support the physical health of team members and enhance overall well-being. To achieve this, regular wellness challenges and fitness programs will be organized, such as step challenges and group walks. Access to on-site or nearby gym facilities will be provided and offer discounts to local gyms. Additionally, healthy eating will be promoted by supplying nutritious snacks in the break room and providing information on meal planning.



Programs to be included in the Wellness Initiative

Building a Supportive Culture

The objective of the Building a Supportive Culture initiative is to create a work environment where team members feel valued, supported, and connected. To accomplish this, team celebration achievements and milestones will be recognized, both professional and personal. A mentorship program will be implemented to foster connections between newer and more experienced team members. Additionally, team-building activities and social events will be facilitated to strengthen relationships and boost morale.

Continuous Feedback and Improvement

The objective of the Continuous Feedback and Improvement initiative is to ensure that the Wellness Initiative remains relevant and effective. To achieve this, regular surveys will be conducted to gather feedback on the initiative's impact and identify areas for improvement. Periodic wellness meetings and focus groups will be held to discuss concerns and share suggestions. Based on this feedback and the evolving needs of team members, the 911 Wellness Team will adjust and expand wellness programs accordingly.



Serving those Who Serve and Protect

The Cobb County Public Safety Foundation is committed to the well-being of our 911 Department, understanding that a healthy and supported team is vital for providing the highest quality service to our community. We invite you to join us in our efforts to raise funds for the new 911 Wellness Initiative Program.

How to Donate:

Help us reach our goal of \$10,000!

We have an exciting opportunity to significantly increase fundraising efforts through Match Magic, a special giving event organized by Cobb Community Foundation. Running from **November 19-December 3**, Match Magic will match donations made during this period from a \$100,000 match pool. We are honored to be one of 25 local organizations vetted and chosen to participate.

- **Donations must be received between November 19-December 3 to qualify for the match.**
- **Donations can be made online, by check, from an IRA, or from a donor-advised fund during the match period of 11/19 - 12/3.**
- **QR Code with donation link will be available starting November 19th!**