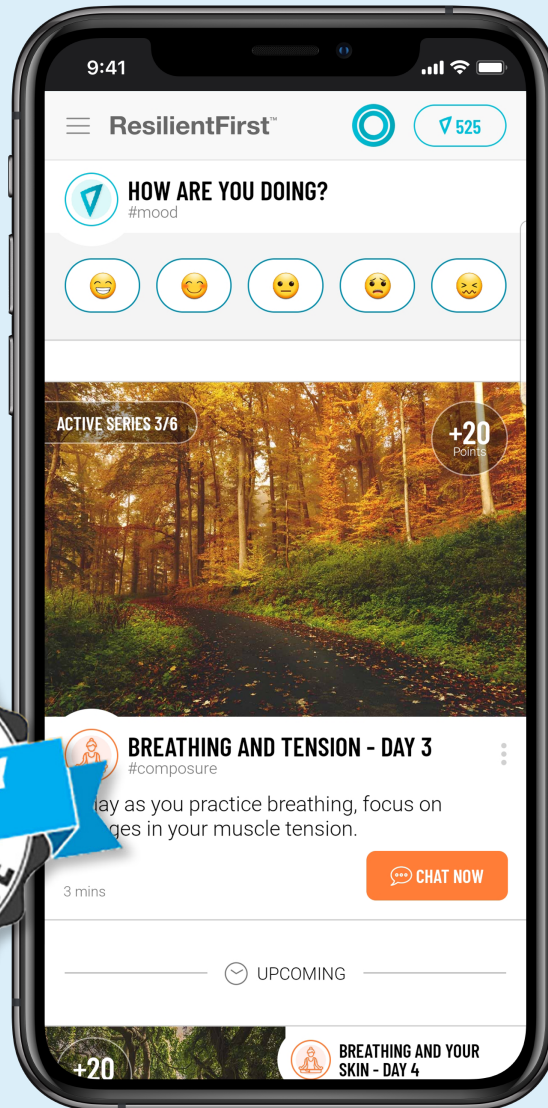


ResilientFirst is an AI-powered virtual coach helping emergency service professionals build resilience and improve wellness.



Start building
resilience now.
firstwatch.net/rf



Easy, familiar
interaction, like texting
with a wise friend.



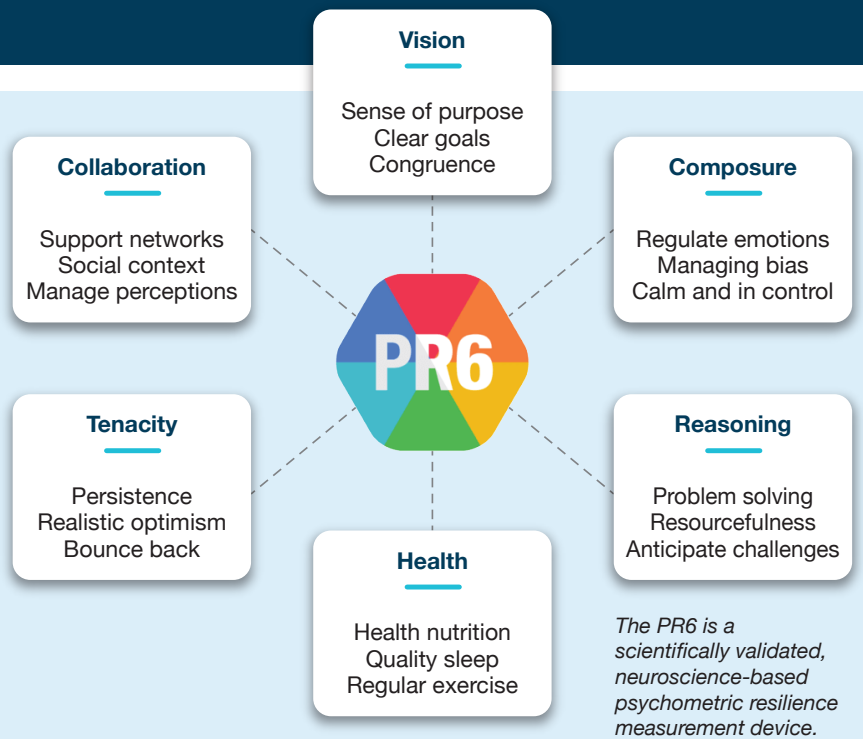
It's like taking your mind to the gym. Building strength to deal with day to day stress and critical incidents without developing burnout, depression, or PTSD.



Daily 3-5 min
"micro-tasks" make skill
building easy, effective,
and sustainable.

What is ResilientFirst?

ResilientFirst helps individuals and organizations in emergency services improve their ability to manage and recover from day-to-day and acute stress, reducing the risk of depression, PTSD, and suicidal thoughts. Developed by neuroscientists, ResilientFirst's online, artificial intelligence-driven system has been shown to build users' resilience through the completion of daily three- to five-minute "micro-tasks."



Why is there a need for ResilientFirst?

As research continues, current data indicates that people who work in emergency communications, EMS, law enforcement, the fire service, and healthcare have significantly higher rates of stress, PTSD, and suicide compared to the general population. For several years, FirstWatch customers have been asking us to build triggers that alert agency leaders, supervisors, mental health professionals, chaplains, and peer support teams if crews are potentially exposed to particularly stressful events, such as pediatric cardiac arrests or hangings. These alerts allow organizations to get their people help more quickly, but they only address acute stress. Just as many emergency services organizations are finding ways to improve their people's physical fitness to reduce the impact of injuries, some are now recognizing the importance of building resilience prior to exposure to acute and chronic emotional stress. ResilientFirst is like physical training for your mind, helping improve psychological fitness and give emergency workers the emotional and psychological grit needed to handle day-to-day stress and big incidents.

How did FirstWatch create ResilientFirst?

At FirstWatch, we have people at all levels of our organization who have worked in emergency services and know the impact stress can have on ourselves and our colleagues. We also knew we wanted to find the right partners who could provide the expertise to ensure ResilientFirst met our customers' needs and truly made a difference in the health and well-being of emergency services professionals. After researching many options, we discovered Driven—an organization founded by a neuroscientist, committed to combining evidence-based methods with unbelievably cool cutting-edge technology to deliver the content. Driven has proven to be a wonderful partner, helping us craft a system designed specifically for building resilience in the emergency services community.

What is the science behind building resilience like this?

The field of neuroscience is exploding with researchers in all corners of the planet exploring how the brain works, how people perceive and cope with stress, the nature of PTSD, the dynamics of suicidal thoughts, and methods to inoculate people against the negative effects of chronic and acute stress. We will have a research section on our website to make this easily available to folks.

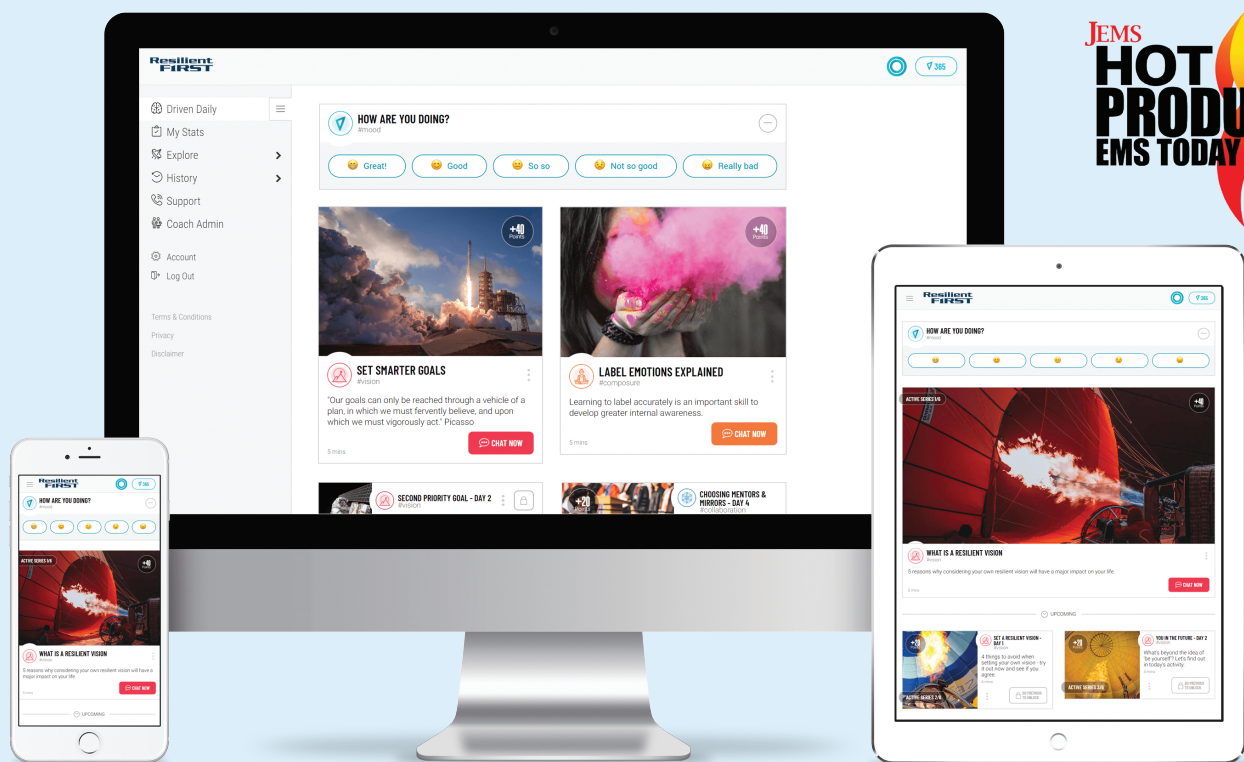
How do we implement ResilientFirst in our system?

Implementation of ResilientFirst should be tailored to the needs and culture of the organization and its members. Our experience so far has indicated that for most emergency services agencies, onboarding the leadership team and mental health or peer support teams first leads to a more successful subsequent roll-out to the entire organization. The onboarding process is straight forward and FirstWatch works closely with organizations to help them introduce the concepts behind ResilientFirst to their personnel.

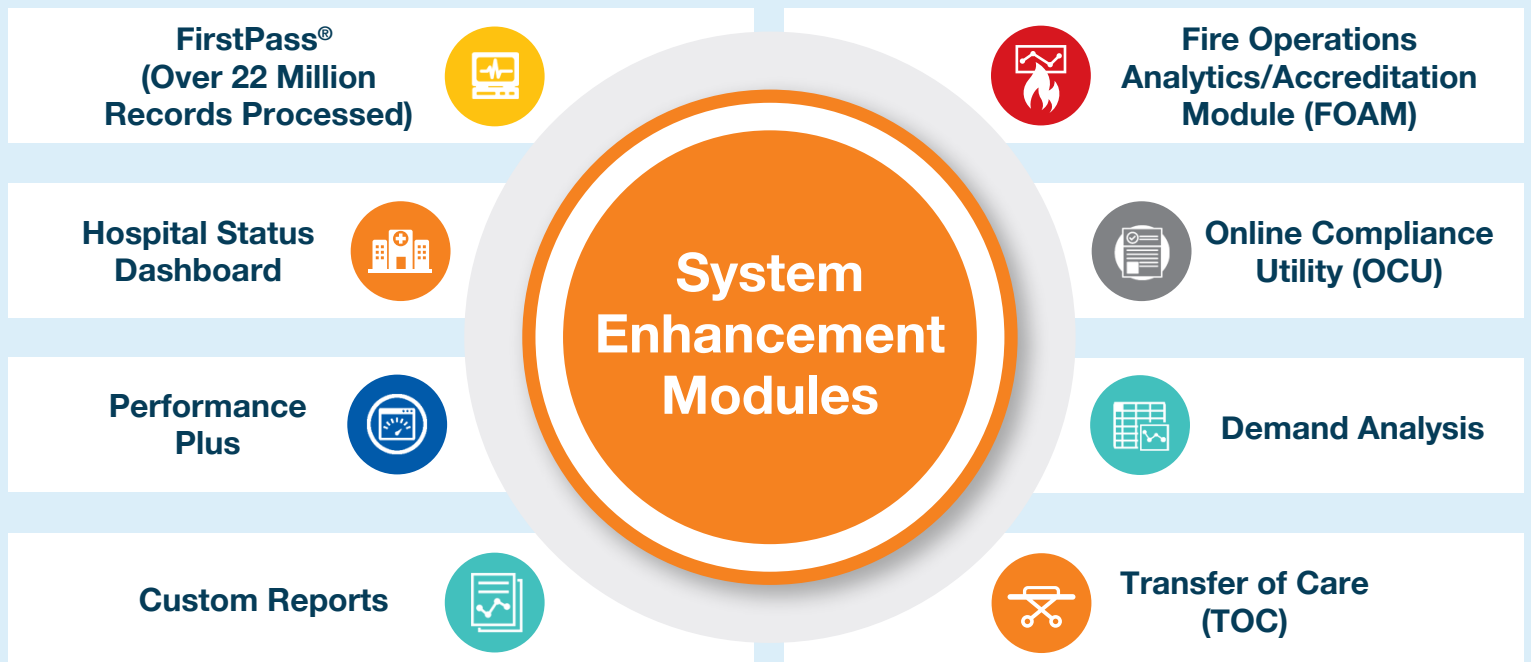
Contact us for more information.

If you have questions, need help or would like to learn about volume pricing, please email us: resilient@firstwatch.net

Just so you know, ResilientFirst is not a crisis management tool or a psychotherapist. If you need that level of help we encourage you to reach out to your peer support team, EAP, department chaplain, or therapist.



To find out more, purchase, or schedule a demo, visit: firstwatch.net/rf or contact: resilient@firstwatch.net



About FirstWatch

FirstWatch helps public safety and healthcare professionals serve their communities through the use of technology and the science of quality improvement. Drawing on deep experience in emergency services, the FirstWatch team develops software and personalized solutions for over 500 communities across North America. firstwatch.net

FIRST WATCH®
Helping the Helpers