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Building a Culture that Supports Wellness

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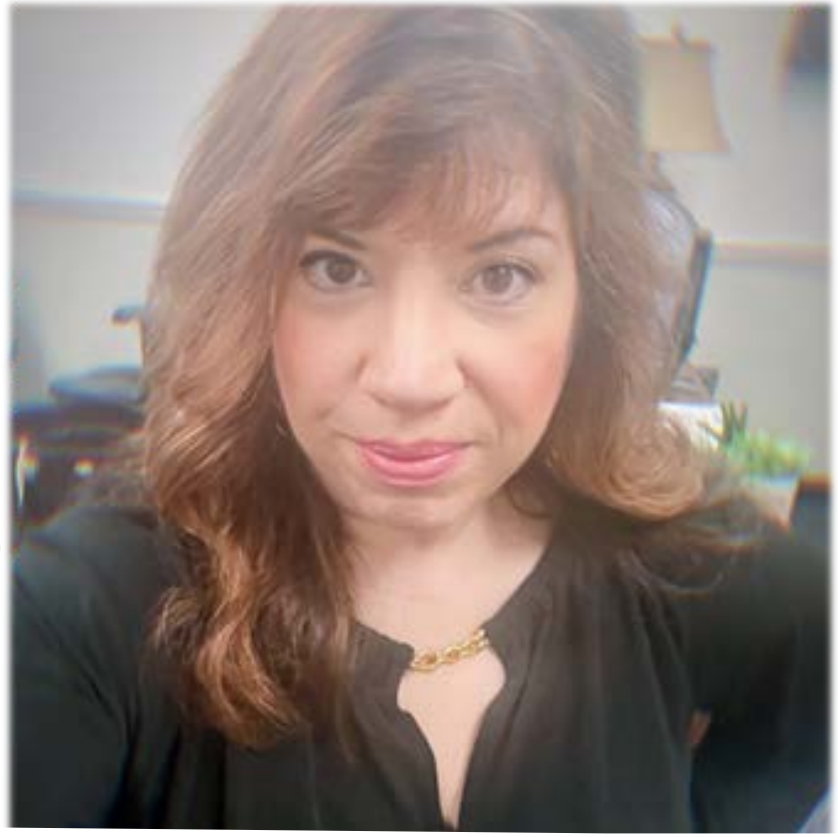

Melissa Alterio, M.S., CPE, RPL
Executive Director
Cobb County Department of Emergency Communications
(O) 770-499-4105 | (Cell) 470-792-8891
Melissa.Alterio@cobbcounty.org

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The Importance of Wellness in a 9-1-1 Center

- Stress Reduction and Mental Well-Being
- Employee Engagement and Job Satisfaction
- Holistic Approach to Health

Employee Well-Being:
Rethinking the Perspective

Perspective of being well or unwell	Existing on a continuum that is always fluctating
One-dimensional concept	Multi-dimensional concept
Focus is on the worker	Focus on the human and their supporting structures
Responsibility that sits with the organization	Shared responsibility between individual and organization

Reference: https://www.aihr.com/blog/employee-well-being-and-productivity/

Well-Being Exists on a Continuum That is Always Changing

Unwell to Flourishing

Reference: https://www.aihr.com/blog/employee-well-being-and-productivity/

Well-Being is Multi-Dimensional

Physical	Healthy habits of nutrition and physical health
Mental	Emotional and psychological well-being
Intellectual	Meaningful and challenging work that leads toward job satisfaction
Spiritual	Congruent alignment between values, self-esteem, and morals
Social	Social structures such as family, friends, and community
Financial	Ability to meet current and future financial obligations in alignment with desired living standards

Reference: https://www.aihr.com/blog/employee-well-being-and-productivity/

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Well-Being At Work is About the Whole Person

It's All Connected

Reference: https://www.aihr.com/blog/employee-well-being-and-productivity/

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Well-Being is a Shared Responsibility
Between the Individual and the Organization

Reference: https://www.aihr.com/blog/employee-well-being-and-productivity/

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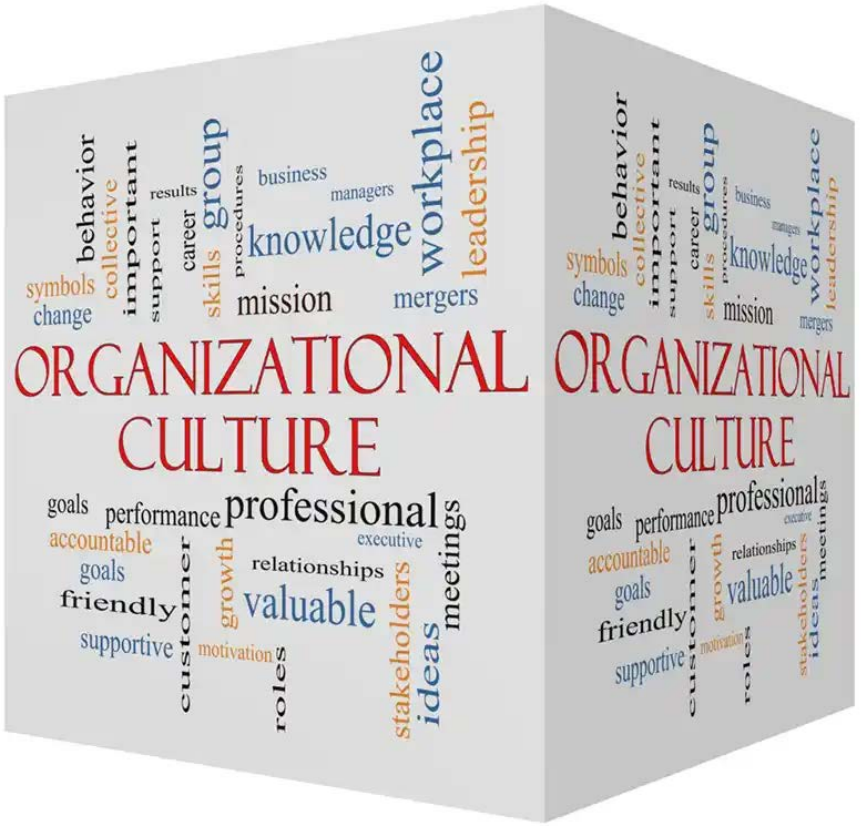
Building a Culture of Positivity, Inclusion, and Support

- Defining the elements of a positive organizational culture
- Strategies for fostering a positive mindset
- Importance of inclusivity in creating a supportive environment
- Leadership's role in promoting a culture of support and well-being



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Qualities of a great organizational culture

1. Alignment to Company Objectives
2. A culture of appreciation
3. A culture of trust
4. Performance Focused
5. Resilience
6. Encompasses Teamwork
7. Integrity and transparency
8. Psychological safety

People Driven, Mission Focused

Reference: https://www.achievers.com/blog/organizational-culture-definition/

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Introduction of Peer Support Programs

- Needs Assessment:
  - Conduct a thorough assessment to understand employees' challenges and stressors.
- Training for Peer Supporters:
  - Provide comprehensive training for selected peer supporters, covering active listening and crisis intervention.
- Clear Program Structure:
  - Establish a clear program structure, defining roles, responsibilities, and confidentiality.
- Promotion and Awareness:
  - Actively promote the program through various channels to raise awareness among employees.
- Continuous Evaluation and Improvement:
  - Continuously evaluate and improve the program based on feedback and evolving needs

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Benefits of Peer Support in 9-1-1

- Emotional Well-Being
- Stress Reduction
- Improved Mental health
- Enhanced Team Dynamics

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- Recognizing the impact of nutrition on well-being
- Importance of providing healthy snack options in the workplace
- Collaboration with local vendors or initiatives for healthier choices
- Practical tips for integrating healthy snacks into the work environment

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What Does a Wellness Initiative Look Like in Your ECC?

- **Physical wellness:** Exercise programs, on-site fitness facilities, or partnerships
- **Mental wellness**: Stress reduction workshops, mindfulness training
- **Social wellness**: Team-building activities, community involvement

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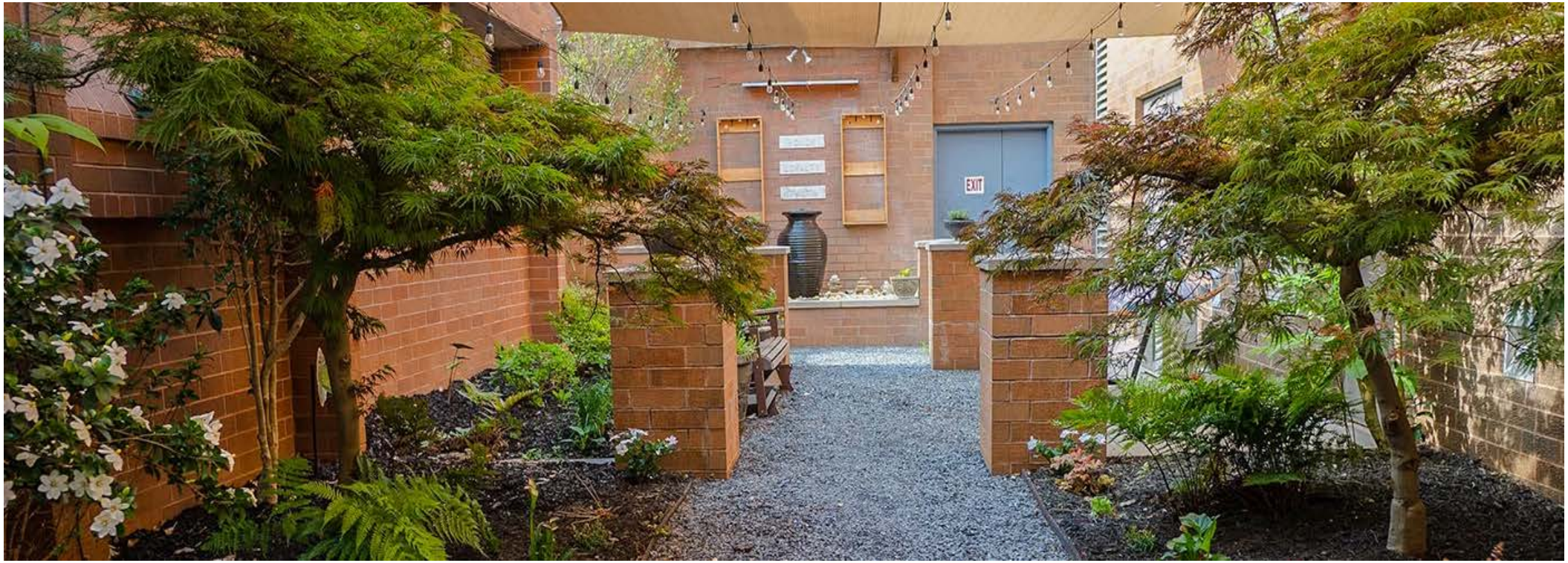
Case Studies & Testimonials



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Case Studies & Testimonials

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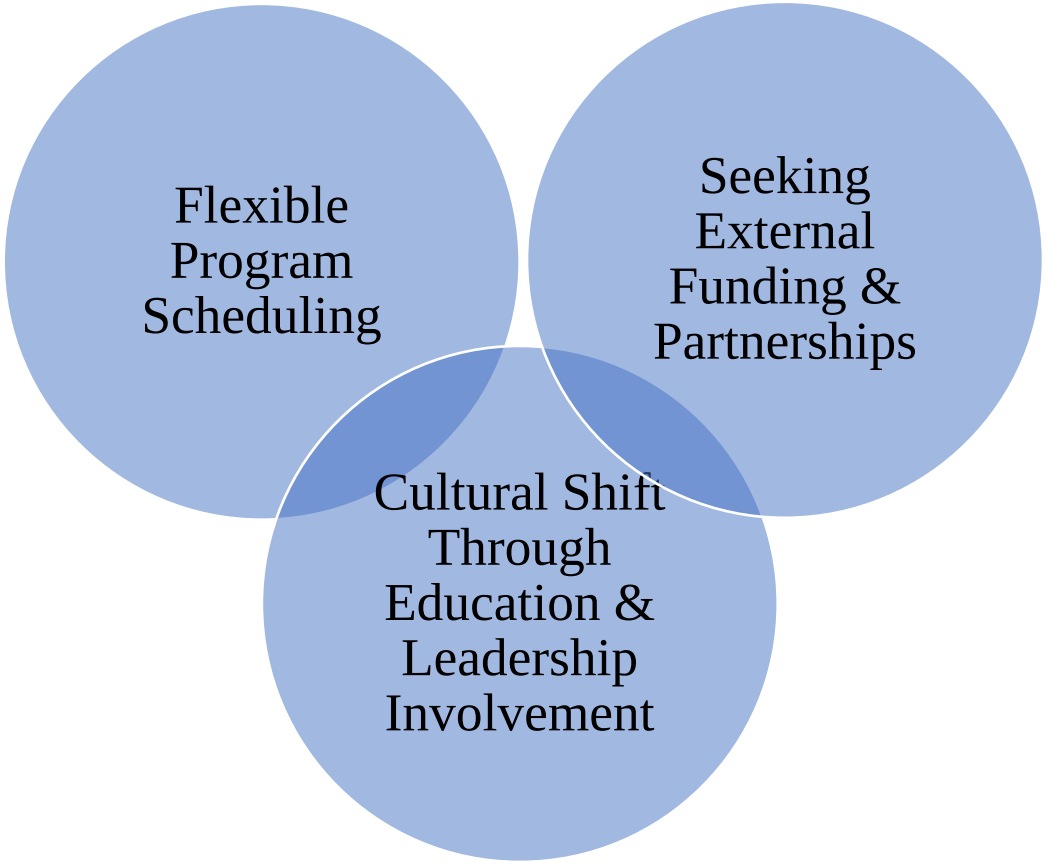
Overcoming Challenges Implementing a Wellness Program

- Shift Scheduling Constraints
- Limited Resources and Funding
- Cultural Resistance or Stigma

Strategies for Overcoming Challenges



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Recap of Key Points

Long-Term Benefits of a Wellness Focused Culture

Mitigating Stress & Burnout	Enhancing Mental Health	Reducing Absenteeism
• Improving Job Satisfaction • Boosting Morale	• Increasing Resilience • Fostering Team Dynamics • Improving Physical Health	• Creating a Supportive Culture • Enhancing Job Performance

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