

Newsletter

August 2022

[Share with a friend!](#)

Volume 6, Edition 8



RESPONDER WELLNESS

10 benefits of wellness apps for first responders

Given the stress today's first responders face, supporting their well-being has become even more important. And mobile applications have become the key to accessing the mental, physical and emotional wellness resources they need, writes Emily Marchetta, Lighthouse Health & Wellness. Los Angeles.

[READ MORE ON PAGE 2](#)



Connecting your mission-critical solutions

Learn how FirstNet is helping you connect your mission critical solutions so you can better serve your community. [WATCH VIDEO](#)



Simplifying connectivity for first responders

Starting Aug. 9, AT&T is delivering 'FirstNet and Family' for first responders and their families. The simplified experience gives public safety the mission-critical, always-on prioritized connectivity of FirstNet and their family members a 25% discount on unlimited wireless plans on the AT&T commercial network – *all on a single account*. [LEARN MORE ON PAGE 4](#)

Preparedness is key for first responders on FirstNet

By Jason Porter

President, Public Sector and FirstNet Program at AT&T

The 2022 hurricane season is in full swing with 3 storm systems having already been named by the National Oceanic and Atmospheric Administration (NOAA). With FirstNet® – America's public safety network – communities can feel safe knowing their first responders can reliably communicate with one another throughout [any disaster](#). [READ MORE ON PAGE 6](#)



RESPONDER WELLNESS

Help at your fingertips

10 benefits of wellness apps for first responders



There are many wellness apps specifically designed to support the unique needs of first responders. But there are a multitude of mobile apps – not necessarily designed for them – that can support their well-being in specific areas. These include meditation apps, meal planning apps and apps that provide budget tips, just to name a few.

By Emily Marchetta

Director, Content and Partnerships
Lighthouse Health & Wellness

Given the stress that today's first responders face – including rising suicide rates and line of duty deaths – supporting their well-being and that of their families has become even more important. And mobile applications have become the key to accessing the mental, physical and emotional wellness resources they need.

There are many wellness apps specifically designed to support the unique needs of first responders. But there are a multitude of mobile apps – not necessarily designed for them – that can support their well-being in specific areas. These include meditation apps, meal planning apps and apps that provide budget tips, just to name a few.

But no matter how they're designed, apps are a great tool for public safety personnel. They're available 24/7. And they're typically affordable.

Thanks to the internet, there is an abundance of educational information available at our fingertips via computers and mobile devices. In fact, the amount of information available can be overwhelming. And it's tough to discern what is most relevant and valuable. That's why wellness apps for public safety employees and their families are a great way to put high-quality resources in the hands of those who need them.

While not all mobile apps have the same features, the following will give you a good understanding of just how powerful and effective mobile technology can be in connecting responders with support.

How wellness apps help public safety

- **Increase self-awareness and autonomy.** Providing first responders wellness resources right on their own phones makes it easy for them to take charge of their own well-being. The apps provide quizzes, evaluations, self-assessments and other interactive tools that can help them better understand themselves. The apps also can help them identify opportunities for improvement, which can lead to a more fulfilling life. This is critical for mental health because of high-stress nature of their jobs. First responders also see far more trauma than average civilians. Checking in consistently and evaluating how that trauma may be affecting them is critical. Only when a person acknowledges trauma can they find ways to process and release it. This is important to maintaining overall well-being.
- **Provide access to vetted, culturally-competent resources.** Many apps list resource guides with external links to organizations and professionals who understand the needs of public safety. Those listed in these resource directories know the unique needs of

(Continued on Page 3)

RESPONDER WELLNESS

10 benefits of wellness apps for first responders

(Continued from Page 2)

first responders and don't need the first responders to provide additional explanations.

- **Offer confidential access to information on sensitive topics.** Many first responders have concerns about confidentiality and security when it comes to reaching out for wellness help. There is still some stigma around mental health and even physical health at times (no one wants to appear weak or unfit for duty). If officers have questions about health issues, financial wellness, or balancing family life, wellness apps can provide quick answers and links to resources directly. So, responders can get deeper information or more personalized, culturally-competent assistance without worrying about divulging private information.
- **Include family support and assistance.** First responder families can experience tension because of trauma that “comes home” with the responder after a tough shift. This can affect their relationships and mood. The partners and children of first responders can find healthy coping methods and anonymous support and resources that help them understand their loved one. Wholistic wellness involves supporting a person in multiple areas of their life. A healthy, happy home life is critical to the overall wellbeing of first responders and should be a priority.
- **Provide connection and help for retirees and those on leave.** First responder work is a lifestyle, and the experiences and encounters of public safety workers become part of who they are. Access to wellness resources can help improve their quality of life and give them continuity of support should they need help when away from their agency for a time.

How wellness apps help agencies

- **Increase morale and organizational improvements.** Wellness programming benefits the employees – and their organizations or agencies. Exposure to wellness resources helps agencies reduce risk, have a happier workforce and improve company culture, research shows.
- **Enhance agency branding and communication.** Many apps for public safety offer an option for

“Given the stress that today’s first responders face – including rising suicide rates and line of duty deaths – supporting their well-being and that of their families has become even more important.”

– Emily Marchetta

Director, Content and Partnerships
Lighthouse Health & Wellness

agencies to brand their organization within the app and provide a centralized location for communication about agency wellness resources. The app also can serve as a digital bulletin board for health fairs, expert seminars, vaccination clinics, fitness initiatives and more. This puts important resources and event information within a few swipes rather than at the bottom of a full inbox of emails.

- **Provide information to help agencies better meet employee’s needs.** While most wellness apps are confidential, there are certain levels of data that can help inform agencies about how to best meet their employee’s needs. This information can provide support and direction for peer support leaders. Some apps report general areas of activity to agencies. For others, simply having a wellness platform and resource can open lines of communication between staff and agencies, creating opportunities for discussion, conversation, and destigmatization. This helps create a positive culture and communicates the support of the agency for the well-being of first responders.
- **Offer reliable, current, updated information.** The resources and information provided within apps is digital and is to maintain, correct and update. Hard copy resource guides require lengthy review processes. As a result, some information may become outdated as soon as it’s printed.
- **Promote a proactive approach to wellness.** By providing access to wellness resources, agencies are being proactive in supporting their staff. No one wants to

[\(Continued on Page 8\)](#)

‘FIRSTNET AND FAMILY’

Simplifying connectivity for America’s first responders

First responders get the mission-critical connectivity they require on America’s public safety network and now save 25% for their family on America’s most reliable 5g network¹

AT&T* is delivering ‘FirstNet and Family,’ a simplified experience that gives America’s first responders and their families the best of 2 networks to keep their worlds connected.

Public safety gets the mission-critical, *always-on* priority connectivity of FirstNet, and beginning Aug. 9 their family members get to save 25% on eligible unlimited wireless plans² on the AT&T commercial network – **all on a single account**.

Why is this important?

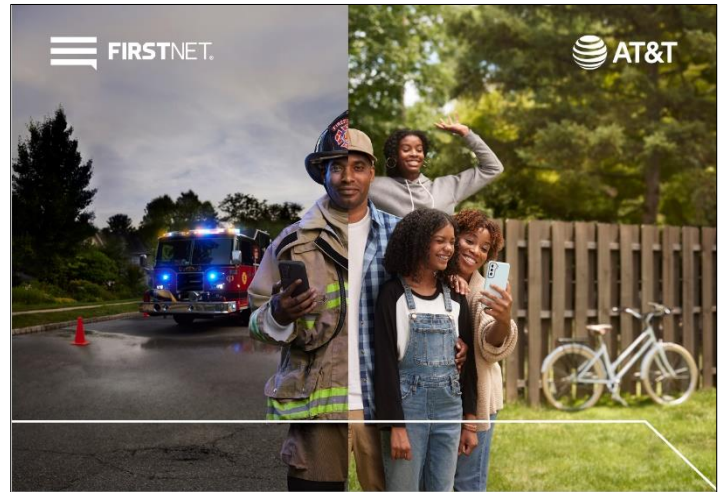
For those who dedicate their lives to serving their communities, many only see the badge, the firehose, or the stethoscope. But first responders are also moms and dads, husbands and wives, daughters and sons.

As public safety’s partner, we’re ensuring they have the best customer experience for their entire household. And we want to deliver on the best connectivity required for their professional operations and familial commitments. With FirstNet and Family, getting the right kind of connectivity (whether a first responder on FirstNet or a family member on AT&T) is easier and more inclusive while helping take care of the family with significant savings.

Today, more than 21,800 agencies and organizations – accounting for 3.7 million connections³ – use [FirstNet, Built with AT&T](#) to stay mission-ready. We’ve seen significant growth in FirstNet because the public safety community recognizes commercial networks aren’t designed to handle the specific and niche demands of first responders. They’re not subject to the rigorous level of oversight and accountability by the federal government. They were built to meet the broad needs of the general population (the family).

That’s why public safety has FirstNet.

“It’s an [honor](#) to deliver FirstNet, the only network built with and for public safety,” said **Jeff McElfresh**, COO at AT&T “This vital work helping keep the brave people on the front lines connected in any emergency has also



With FirstNet and Family, getting the right kind of connectivity (whether a first responder on FirstNet or a family member on AT&T) is easier and more inclusive while helping take care of the family with significant savings.

transformed our operations from communications provider into a true public safety company. And of course, our nation’s first responders also have family lives. So we’re proud to offer them the convenience of FirstNet and Family, a single solution that delivers the best wireless experience for both their critical mission at work and loved ones at home.”

How is FirstNet better for first responders than commercial networks?

FirstNet is the only network built with and for America’s first responders. Created following the 9/11 terrorist attacks, FirstNet provides first responders with the highly secure, truly dedicated coverage and capacity they need – plus unique benefits they can’t get anywhere else.

It is the only network that gives first responders *always-on* priority and preemption. Every day. Around the clock. No matter where in the U.S. the emergency is happening. This is revolutionary. And it’s essential because we can’t predict when or where emergencies are going to happen. With FirstNet, the public safety community never has to waste critical time dialing codes or asking for permissions. Because when seconds matter, you don’t have time to wait for network access.

What about service for my family?

Our mission is to be the best connectivity provider in

(Continued on Page 5)

‘FIRSTNET AND FAMILY’

Simplifying connectivity for America’s first responders

(Continued from Page 4)

America. Whether you’re at home, work or on the move. And with 3 plan options under [Unlimited Your WaySM](#), families can pick the perfect plan for each member on the account and get a 25% discount. All plans include unlimited talk, text and data, as well as AT&T 5G access and AT&T ActiveArmorSM mobile security⁴ – a free app to help you block spam calls and more.

AT&T 5G is fast, reliable, secure. Currently reaching more than 277 million people in more than 18,000 cities and towns in the U.S., we continue to invest in expanding 5G to give families across the country unique experiences, faster speeds and capacity to do more of the things they like.

“The National Narcotics Officers Associations’ Coalition represents about 65,000 officers nationwide,” said Ron Brooks, Executive Director, National Narcotics Officers Associations’ Coalition. “And when our members stressed the need for a streamlined experience for managing their family’s wireless needs in conjunction with their service on the FirstNet network, we were able to work directly with the FirstNet team at AT&T to address these concerns. The care and engagement by the team reinforced that FirstNet is the best option for our officers, despite numerous offerings available to public safety, because it is truly built *with* first responders.”

How else can you save?

We’re committed to delivering public safety the capabilities they need with the affordability they require:

- New to FirstNet? Individual first responders can also **get 50% off 3 months of FirstNet service** when they purchase a new FirstNet Ready® smartphone.⁵
- Don’t be late! First responders and family members can also **save big on the latest smartwatches**: Buy Apple Watch and get Apple Watch SE on us⁶; or buy an eligible Samsung Galaxy Watch4 Series and get one free.⁷
- Time for an upgrade? Check out the latest FirstNet Ready® device offers [here](#).

Want to know more?

Members of the public safety community and their families can move to ‘FirstNet and Family’ by shopping at one of our 5,000+ retail stores or online. To learn more

“When our members stressed the need for a streamlined experience for managing their family’s wireless needs in conjunction with their service on the FirstNet network, we were able to work directly with the FirstNet team at AT&T to address these concerns.

Ron Brooks, Executive Director,
National Narcotics Officers Associations’ Coalition.

about the value FirstNet and Family is bringing to the public safety community, check out [FirstNet.com](#).

¹Most Reliable 5G Network based on nationwide GWS drive test data. GWS conducts paid drive tests for AT&T and uses the data in its analysis. AT&T 5G requires compatible plan and device. 5G not available everywhere. Visit [att.com/5Gforyou](#) for details.

²Requires a FirstNet Unlimited smartphone plan line of service (min \$39.99/mo.) and an AT&T Unlimited plan line of service (min. \$75/mo. before discounts). **AT&T may slow data speeds on consumer lines if the AT&T network is busy.**

³As of Q2 2022

⁴Compatible device for 5G, and AT&T ActiveArmor app access. Download of app req’d. Some mobile security features are not avail. while roaming internationally.

⁵Ltd. time offer. Available only to verified FirstNet public safety entities for Subscriber Paid User lines of service. Req’s new line. Credits start w/in 3 bills. If svc cancelled, credits stop & device balance due. Device must use a FirstNet SIM. \$45 Activation Fee, Add’l fees, taxes, charges & other restr’s apply. See offer details. See [offer details](#).

⁶Limited time. Select devices only. Avail. only to verified elig. Subscriber Paid Users with an elig. linked consumer wireless account or a FirstNet and Family account. Req’s new line & min. \$329.99 per device on installment plan. Well-qualified customers only. Up to \$330 off after monthly credit applied over term of installment plan (starts w/in 3 bills). If svc cancelled, device balance due. If svc. on other lines cancelled w/in 90 days credits stop. \$30 Activ./Upgrade, add’l fees, taxes, & restr’s apply. See [offer details](#).

⁷Ltd time. Select devices only. Avail. only to verified elig. Subscriber Paid Users with an eligible linked consumer wireless account or a FirstNet and Family account. Req’s new line & min. \$ 299.99 per device on installment plan. Well-qualified customers only. Get 2nd elig. watch for \$0 after monthly credit applied over term of installment plan. If svc cancelled, device balance due. If svc. on other lines cancelled. \$30 activation/upgrade, add’l fees, taxes & other charges, & restr’s apply. See [offer details](#).

STORM PREP



Where public safety goes, we go. That's why the [FirstNet, Built with AT&T](#) team has been hard at work connecting with public safety agencies in storm-prone communities as they prepare for this year's hurricane season..

For first responders on FirstNet, preparedness is key before, during storm season

(Continued from Page 1)

As public safety's partner, we're helping deliver on the vision of the first responder community and Congress – from engaging with public safety in local communities to expanding the dedicated FirstNet fleet.

Side-by-side with public safety

Where public safety goes, we go. That's why the [FirstNet, Built with AT&T](#) team has been hard at work connecting with public safety agencies in storm-prone communities as they prepare for this year's hurricane season. The FirstNet Response Operations Group (ROG) – led by former first responders – has been to Saint Croix, Saint John and Puerto Rico to ensure public safety agencies in the Caribbean have the mission-centric tools they require. And with on-island portable cell sites from the FirstNet fleet, they can quickly deploy assets to provide a “bubble” of connectivity following a major storm – all at no additional charge.

The team also is connecting with agencies along the Gulf – from Orlando, Tampa and Tallahassee in Florida to Baton Rouge in Louisiana and towns along the Texas coastline. FirstNet brings first responders a level of connectivity and advanced capability that's helping to

transform the role communications plays in their response. That means public safety will have dependable access to the critical information they need while in the field.

Expanding the dedicated FirstNet Fleet

We've designed FirstNet to be second-to-none in any emergency. We've built resiliency into every layer of the network to help safeguard it from Mother Nature's persistent unpredictability. It's also for this reason the public safety community stressed the importance of access to its own dedicated fleet of deployable assets when calling for the creation of *their* network.

As the only carrier that can provide [end-to-end emergency communication solutions](#), we have a commitment unlike any other to deliver for public safety. That's why we continue to go above and beyond our contractual commitment with the federal government. We've added 2 new Communications Vehicles (CVs) to the dedicated FirstNet fleet. This now gives public safety access to a fleet of 150+ land-based and portable cell sites.

[FirstNet CVs](#) provide an extra level of communications support beyond the standard deployable asset for first responders when needed. In addition to providing connectivity via LTE (high-quality Band 14 spectrum) and/or Wi-Fi similar to a Satellite Cell on Light Truck (SatCOLT), CVs provide an air-conditioned command space for 2 first responder communications personnel

(Continued on Page 7)

STORM PREP

For first responders on FirstNet, preparedness is key

(Continued from Page 6)

with multiple monitors, a television and charging stations, as well as a large exterior screen and speakers for briefings. And since they are equipped with a generator that can run for multiple days before refueling, CVs also include a lavatory, microwave, mini refrigerator and sleeping bunk for when deployed during the harshest of conditions.

So far this year, the FirstNet ROG team has **deployed over 450 solutions** to support public safety – helping them stay connected and operate faster, safer and more effectively when lives are on the line. In addition to the 150+ assets in the FirstNet fleet, public safety can tap into the 300+ assets from the AT&T Network Disaster Recovery fleet when available. Check out [this video](#) to see more of the unique assets we have on hand for this year's storm season.

In addition to the FirstNet fleet, public safety agencies can purchase their own deployable network assets, giving them more control over *their* network. Dozens of agencies across the country – such as the [Rhode Island Emergency Management Agency](#), [Washington Military Department](#) and Michigan State Police – are using their own [Compact Rapid Deployable](#) (CRD) to support their immediate connectivity needs in extremely rural areas and following major disasters.

Michigan State Police recently deployed its own CRD at a National Guard aircraft exercise conducted in the Upper Peninsula to support officers and other local first responders. And the department plans on using this asset at future events and during weather emergencies like the tornado that struck Gaylord, Mich. in May.

FirstNet is built with AT&T in public-private partnership with the FirstNet Authority – an independent government agency. So far, more than 21,800 public safety agencies and organizations – accounting for 3.7 million connections¹ – are on FirstNet today. It's clear



*So far this year, the FirstNet ROG team has **deployed over 450 solutions** to support public safety – helping them stay connected and operate faster, safer and more effectively when lives are on the line.*

FirstNet stands above best-effort commercial offerings. And we'll continue to set the bar for success in network resiliency and [disaster response](#) – now and in the future.

Additional Resources:

- Agencies on FirstNet can request additional support by calling **1-800-574-7000** or submitting a request online via [FirstNet Central](#).
- Stay up to date on how we're supporting first responders and the communities they serve as they combat the latest hurricanes, wildfires and other natural disasters, check out about.att.com/pages/disaster-recovery.
- Check out our latest blog post to learn more about our team of meteorologists focused on public safety's mission: <https://about.att.com/innovationblog/2022/firstnet-forecast.html>.

©2022 AT&T. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

¹As of July 21, 2022, announcement

RESPONDER WELLNESS

10 benefits of wellness apps for first responders

(Continued from Page 3)

- think about a major tragedy or crisis happening in their organization, local area, or state. But after facing an unprecedented global pandemic and the unpredictable events in its wake, we should all seek to be as prepared as possible. Should disaster strike, having resources readily available – literally already installed on their staff's mobile devices – could have a huge positive impact, giving staff easy access to support in a time of crisis. This applies to external crises, such as natural disasters, mass shootings and acts of terrorism. And it applies to internal crises, like suicidal thoughts or crippling anxiety or depression. The benefits of a proactive approach to wellness also apply to physical wellness. By practicing a healthy lifestyle, responders can help prevent heart attacks, back injuries and other health issues.

Recommended for first responders

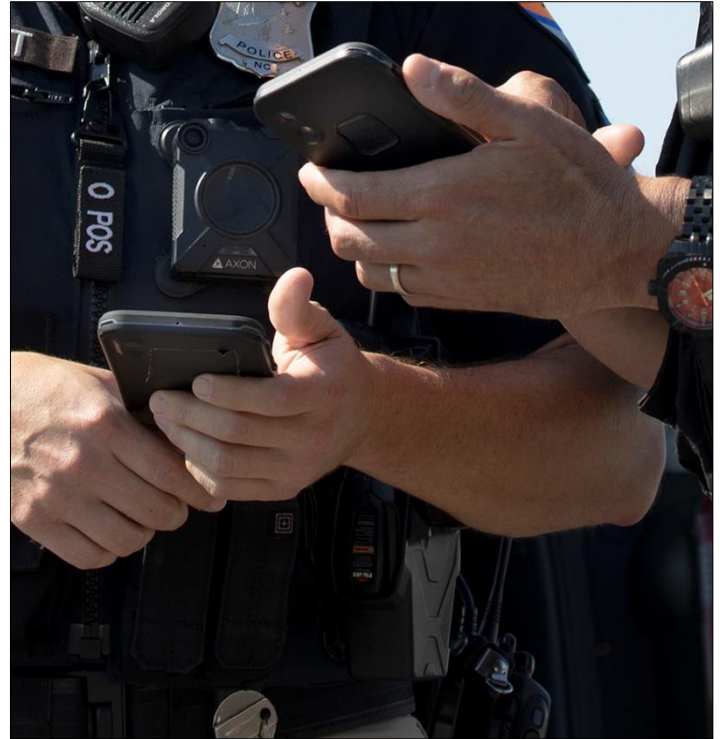
FirstNet has reviewed and verified a number of resources that provide the benefits listed above. The FirstNet library only lists relevant, highly secure and reliable apps.

[Lighthouse Health & Wellness](#) -- is a FirstNet® Verified™ app accessible via the FirstNet App Catalog. Lighthouse Health & Wellness puts top resources from first responder wellness experts at your fingertips – at no cost. The Lighthouse app is anonymous and confidential, providing private and confidential access to critical resources for public safety and their families.

It offers 24/7 access to valuable resources, available when public safety personnel need it most. Lighthouse H&W offers an informed, high-quality, and comprehensive collection of tools that support and improve first responders' health and wellness.

App features include:

- Personalized agency wellness resources
- Responsive app support
- Anonymous and confidential resources
- Custom push notification functionality
- Internal/small group message boards
- Access to the Lighthouse library of wellness content, including topics like mental health, physical fitness, financial stability, self-assessments, therapist finder, and training & events.



The Lighthouse app is anonymous and confidential, providing private and confidential access to critical resources for public safety and their families.

Plus, you can customize the app for your agency. Visit lighthousew.org to learn more.

There are additional mobile apps designed to support first responders. You can search the entire FirstNet Library of mobile solutions [here](#).

Emily Marchetta has spent the last decade honing her skills in digital marketing and communication, specializing in SMB marketing and content strategy. She's held progressively influential leadership positions in start-up to enterprise-level health and wellness organizations, including roles in content management, writing, social media marketing, community management, and project management. She enjoys writing for business and creatively – especially on such topics as mental health, parenting, relationships, and holistic wellness. Her work has been published online and in niche magazines and journals.

References:

<https://pubmed.ncbi.nlm.nih.gov/21188899/>

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6400077/>

<https://askwonder.com/research/first-responders-wellness-apps-fawm3etnk>