MORE POLICE AND FIRE DIED BY SUICIDE THAN LINE OF DUTY DEATH.  
this is why we do what we do - Rob Michaels

STRENGTH FOR THE JOURNEY
Emotional  Physical  Financial  Family  Faith

Serve & Protect
FIRST RESPONDER
360 CARE

Serving Families & Saving Lives in Public Safety since 2011.

Robert Michaels, M.A.
CEO / Founder
MORE FIRST RESPONDERS DIE FROM SUICIDE THAN FROM LINE OF DUTY DEATH

PTSD: ‘The Dirty Little Secret of Law Enforcement’
By Tiffany S. Thomas | March 21, 2018

On a warm early morning in 2007, police officer Mark Dilena was sitting in his cruiser in front of a fire station in Sanford, Florida.

Dilena was taking notes in his police logbook when a woman carrying an unconscious infant approached him, frantically asking for help.

"My baby," she sobbed, "won't wake up."

"I'm sorry," Dilena said, "I'm not qualified to help you."

"I need someone who can," the woman screamed. "I need someone who can help my baby."

"I'm sorry," Dilena said again, "there's nothing I can do."

"I need someone who can help my baby," the woman roared.

Dilena got in his cruiser and drove away.

158 American Police Officers Died by Suicide in 2018

For the third straight year, police officer suicides exceed all combined causes of line-of-duty deaths.

In 2018, at least 158 officers died by suicide, nine percent more than the total number of line-of-duty deaths resulting from 15 other causes such as felonious assault, patrol vehicle accident, heart attack, and duty-related illness.

'Silence can be deadly': 46 officers were fatally shot last year. More than triple that — 140 — committed suicide.

Study: Police Officers and Firefighters Are More Likely to Die by Suicide than in Line of Duty

A white paper commissioned by the Foundation has revealed that first responders (policemen and firefighters) are more likely to die by suicide than in the line of duty. In 2017, there were at least 103 firefighter suicides and 140 police officer suicides. In contrast, 93 firefighters and 129 police officers died in the line of duty. Suicide is a result of mental illness, including depression and PTSD, which stems from constant exposure to death and destruction.
WHEN WE NEED HELP WE CALL 911
WHEN FIRST RESPONDERS NEED EMOTIONAL HELP WE ARE 911

Serve & Protect is a 501©(3) whose mission is to locate and facilitate trauma services for public safety professionals with PTSD symptoms, addictions, or both. Whether residential care or trauma therapists and related services, Serve & Protect works on behalf of the public safety professional to find the right solutions for their real problems. We are the only nationwide organization providing these services. We partner with Safe Call Now who provides our crisis line and facilitates residential care. Serve & Protect facilitates all trauma therapist placements.

Real solutions for real problems.

Our proven methodology
When calls come in nationwide to our crisis line partner Safe Call Now from public safety professionals looking for trauma services, especially therapists, we go to work locating one in their area that takes their insurance and understands their job – and specializes in trauma therapy.

First a peer advocate contacts the caller to assess the need. Sometimes it is simply to be a listening ear. Sometimes professional help is needed.

Our experienced team works diligently to match the right therapist with each request - one who takes their insurance and is in their area. Moreover, we personally vet EACH therapist for suitability.

There is great satisfaction in locating a match. In fact, one therapist said that "Serve & Protect is like a match.com for those in public safety looking for therapists." We also locate equine therapy, service dogs, and other alternative solutions.

Since 2011, we have helped more than 5,000 calling for relief of emotional wounds, educated more than 25,000 with our seminars, and have impacted more than 2 million through social media.
OUR PROVEN MODEL

Education: in partnership with Safe Call Now and several other partners who travel the country providing seminars and distributing our information, as well as previous clients who want peers to know where they found help - we make every effort to raise awareness that help is available. Another resource is the cadre of public safety professionals / families we have helped who distribute cards to help peers.

Facilitation: through initial contact with a Safe Call Now peer advocate answering the crisis line, callers are assessed for proper solution to their reason for calling. If residential care is needed, Safe Call Now facilitates that process from start to finish. If trauma therapy in the caller’s area is appropriate, Serve & Protect facilitates the proper service and the appropriate level of trauma care.

Our A-TEAM is the core of our work. Our clinical advisor, trauma services manager, and a cadre of peer advocates, seasoned first responders who have diverse experience personal and professional experiences each are ready to serve. Some had administrative trauma, others involved in shootings, and others serious injury. The peer advocates serve callers while a proper counselor is located.

Our unique 360 Focus provides a completeness that has become our trademark. If a caller to the crisis line is referred to residential care, Serve & Protect is equipped to step in to locate a Chaplain for the family while the spouse is getting treatment. As the first responder approaches release, we work to locate a trauma therapist to help maintain a continuum of care for maximized recovery. In addition, we can locate other services like AA or Celebrate Recovery programs or intensive outpatient programs in their area.

Restoration: the heartfelt goal for Serve & Protect and our partner Safe Call Now is providing care needed by our heroes with care designed to restore them to duty and their family equipped to face the future together. We work to insure recovery through a well-planned aftercare program of trauma therapy. We provide real solutions for real problems for public safety.

Serve & Protect was founded in 2011 by Robert Michaels who served both as a MP and also on patrol and detective bureau with Norfolk VA Police. Michaels earned a B.S. from Columbia International University and M.A. from Wheaton College (IL). He is Chaplain for the FBI Memphis Division, Nashville Resident Agency, State Chaplain for the TN Fraternal Order of Police, and Chaplain for Brentwood Fire Department (TN). He is a member of the American Academy of Experts in Traumatic Stress and National Center for Crisis Management, and recipient of the 2017 FBI Director’s Community Leadership Award, Memphis Division. Serve & Protect has been recognized by both the Tennessee House and Senate through Proclamations and Joint Resolutions for the work of the organization. Michaels is the 2017 recipient of the FBI Director’s Community Leadership Award, Memphis Division.
FROM THERE TO HERE

Founded in 2011 by Robert Michaels, former Norfolk Police Detective, Serve & Protect has stood the test of time, and grown into the premiere resource for Trauma services facilitation for Public Safety professionals and their families.

2011

- Serve & Protect founded,
- 501(c)(3) secured,
- partnership with Safe Call Now as our crisis line partner.
- recruited 100 chaplains who are former first responders

2012

- appointed FOP State Chaplain
- partnered with TN FOP offering our services
- listed on both FBI and ATF EAP service provider list nationally
- launched free mobile app

2013

- appointed FBI Chaplain for Memphis Division, Nashville region
- began assisting FBI with EAP therapist requests
- provided local seminars

2014 - 15

- developed more partnerships including service dogs for first responders

2016

- added a trauma services manager
- additional seminars
- provided the opening prayer for the U.S. House, invited by Marsha Blackburn

2017

- sponsor FOP National Conference
- sponsor FBINAA conference
- ad placement in FBINAA, Police Chief, and Chicago FOP magazines
- 25 seminars for Davidson County Sheriff
- 6 seminars for Hendersonville Fire
- 10 seminars for civic organizations
- received the FBI Director Community Leadership Award
- updated website
- updated mobile app
refined our procedures with new Director of Operations
developed training procedure for volunteers along with training manuals
expanded our peer advocate program to assist those calling for help
initiated our 360Care program for continuity of care
produced 4 free seminars, made available streamed live on Facebook and recorded into 2-hour free segments: First responder wellness - emotional, financial, health, faith. Distributed free to first responders
selected for the panel of the DOJ Officer Wellness and Safety Working Group in DC; a program initiated by President Trump
have proposed developing a TN Officer Safety and Wellness group to Commissioner Jeff Long
seminar for the FOP Southern Regional Conference in Little Rock
appointed Chaplain for Brentwood Fire Department
partnered with Newsboys to give free tickets to first responders on their tours.

2011-2017, Michaels personally facilitated therapists for 3,000 in addition to managing growth and development. 2011-current, more than 5,000 have been helped.

THREE KEY NEW SERVICES FOR 2019

- **Public Safety Talk Line**: sometimes those on the front lines of public safety just need a peer with a listening ear. They are not necessarily in crisis, so this option can intervene and offer them hope and direction.
- **Public Safety Spouse Advocate Line**: When departments train recruits, spouses are most often left out. They do not understand what their spouses face on a daily basis. Sadly, more than 75% of public safety marriages end in divorce. Our team of seasoned first responder spouses will offer hope for those calling.
- **Public Safety Chaplain Support**: Recently an interview I did on KLOVE aired. The response was wonderful. One of the responses was a Chaplain in Hawaii, asking if we provide our services for Chaplains who need help dealing with trauma. A light came on. We are now launching a Chaplain Peer Support line.

We serve locally and nationally, 24/7, 365. We have progressed substantially from me and a phone to a well trained team with local and national recognition.
ABOUT THE FOUNDER & CEO

Robert Michaels is the CEO and Founder of Serve & Protect. He served in law enforcement in 1971 with the 229th Military Police Battalion of the Virginia Army National Guard as well as in 1973 with Norfolk (VA) Police Department, both on patrol and in the detective bureau.

He serves as Chaplain for the FBI Memphis Division, Nashville R.A., and served as Chaplain in Residence for 2 weeks at Quantico. Rob also serves as Chaplain for Nashville SOFSA, the retired FBI Agents Assn. Since 2012 he has served as State Chaplain for Tennessee Fraternal Order of Police and is Chaplain for Morris Heithcock FOP Lodge 41 in Williamson County TN where he is an active member and held offices on the executive board. In 2018, Rob was also appointed as Chaplain for the Brentwood TN Fire Department.

In October 2018, Rob produced STRENGTH FOR THE JOURNEY, a multi-segment symposium streamed live on Facebook and captured on video. Each segment is a seminar on aspects of first responder wellness, including emotions, finances, and faith. Each one is downloadable for free from the Serve & Protect website.

Rob was presented by Congressman Marsha Blackburn when he served as Guest Chaplain for the U.S. House of Representatives September 9, 2015 leading the opening prayer. He is the 2017 recipient of the FBI Director’s Community Leadership Award for the Memphis Division, and honored with Tennessee House and Senate Joint Resolutions and Proclamations.

Rob is a member of the American Academy of Experts in Traumatic Stress, and National Center for Crisis Management, and American Legion. He is visiting lecturer for the Davidson County Sheriff’s Training division, Williamson County Sheriff’s Department Court Officer’s Training, and teaches for other public safety organizations. He has been a featured speaker at area civic organizations including Rotary Clubs, Kiwanis, and Shrine Clubs. Rob is also a Circuit Rider teaching classes for Brentwood United Methodist Church. His articles have appeared online for USA Today, Fox News, and others.

He holds a B.A. from Columbia International University and a M.A. from Wheaton College (IL). Rob and Chris, his wife of 45 years, live in Brentwood. Their daughter, Dr. Hollyn Marie Michaels, is a clinical psychologist living with her husband Matt and daughter Brynn in Wheaton IL. Their son, DJ, is an RN in a Boulder hospital in the PACU.
Serve & Protect
A-TEAM CORE

Ronald Jones
Director of Operations and Training.

Ronald Jones, Director of Operations And Training.
Ron was one of our first Serve & Protect Chaplains. For the last few years, he has joined the team of our Partner Safe Call Now, first as a Peer Advocate, then appointed Vice President where he oversees the team. He retired from that position in 2017 to spend more time with family.
• Ron executes our 360 plan, facilitating chaplain requests for those in need, as well as those going into residential care wanting a Chaplain to assist their family while in treatment.
• Retired from West Virginia State Police, Ron is a veteran in law enforcement.
• He serves as Chaplain for KOP Lodge 145 in Florida and remains a Serve & Protect Chaplain.
• Ron is an ordained pastor and a member of the International Conference of Police Chaplains.

Dr. Carrie Steiner, Psy.D.
Clinical Assistant, Founder First Responder Wellness Center, Lecturer

Dr. Carrie Steiner, Psy.D. Clinical Advisor, Founder First Responder Wellness Center, Lecturer
• Founder, First Responders Wellness Center, ClinicalPsychology Psychologist, Forensic Testing, Consultant & Speaker
• Chicago Police Department, 13 year veteran
• Illinois School of Professional Psychology, Chicago Campus, Psy.D., Forensic Psychology, Clinical Psychologist
• Adler School of Professional Psychology, Psy.D., Clinical Psychology
• Certified Clinical Trauma Professional, International Association Of Trauma Professionals, EMER therapeutist
• PESP Intervention Team Officer, and Autism Spectrum Disorder Trainer at the Chicago Police Academy.
• National speaker on mental health, mental illness and police response. She has worked with U.S. marines, the FBI, the Department of Homeland Security, and several other federal, state, and local agencies.

Officer Nick Daugherty
First Responder Financial Management Specialist (Dave Ramsey Master Financial Planner)

Nick Daugherty, First Responder Financial Management Specialist (Dave Ramsey Master Financial Planner)
Nick Daugherty began his career with the Grand Prairie Police Department in 2003. He spent the first 5 years in patrol working as a beat officer before transferring to the School Resource Officer program where he worked at both high schools, the alternative school, and served on an underage alcohol and drug task force. In 2012 he promoted to the rank of Sergeant where he spent 2 ½ years as a patrol Sergeant, Field training supervisor, and beat coordinator. In 2015 he was transferred to the criminal intelligence unit supervising intelligence, crime analyst, and detectives assigned to the US Marshal’s Fugitive Task force and FBI regional computer forensic laboratory. He retired in August of 2017 and now serves as a reserve officer for GPFD. At a young age he did a lot of stupid things with money pertaining to "stupid tax" purchases (the art of buying toys that you can’t afford using plastic). Before he knew it he had accumulated over $60,000 in consumer debt, most of which was wrapped up in car stereo equipment and cars. He quickly realized that he needed to educate himself on personal finances and work to get out of debt the first year, only to have to do it a second year to get out of debt after not learning his lesson the first time (old habits die hard). He was introduced to the Dave Ramsey show and became an avid believer and supporter of the Total Money Make Over program by Dave Ramsey. He is currently working on “Baby Step #6” and can’t wait to scream to the world “I’m debt free!!!” A graduate and coordinator of Dave Ramsey’s Financial Peace University, he is also a certified Dave Ramsey master financial coach and offers free one-on-one coaching to first responders in financial crisis.

In 2011 he was approached by Grand Prairie Police Chief Dye who wanted to start a revolutionary and progressive training block on financial planning in the Grand Prairie police academy to all incoming recruits. This was later expanded into mandatory training classes for all officers at GPD. He currently teaches “Building Financial Strength in Police/Firefighter Families” to numerous agencies and police academies across the state of Texas. Utilizing the principles of Dave Ramsey, he has helped hundreds of officer’s work towards a debt-free lifestyle and financial freedom. To date almost 2,000 first responders have been through his training.

He is licensed with the State of Texas as a registered investment advisor representative (CRD#697256) and licensed health and life insurance agent. He additionally has completed classes through Ken Zeder’s Certified Financial Planning professional education program and is working towards becoming a CFP.

He has the heart of a teacher and a passion for teaching first responders and their families how to handle their finances and plan for the future so that officers can move from having to work longer than they have to and giving them the ability to comfortably retire when they want to.
A TRACK RECORD OF PROVEN EXCELLENCE, UNIQUE SERVICE

2018 – GROWTH AND REFINEMENT; SERVING FAMILIES & SAVING LIVES

- Since 2011 we have now helped more than 5,000 public safety professionals and their families find hope and healing. Yet suicide kills more first responders than on duty deaths.
- November 29 I was invited to be part of the Department of Justice “Officer Safety & Wellness working group”. This panel of law enforcement experts was formed to explore solutions for police trauma and suicide – their next meeting is in Spring.
- In October we produced **Strength for the Journey - Beyond Survive, Strength to Thrive resulting in 3 training videos** available for free; Police Officer Credit Union Association will make them available on their partner Credit Union sites for free. It was also streamed live on Facebook. (videos viewable at [www.ServeProtect.org](http://www.ServeProtect.org) homepage.

![Strength for the Journey - Beyond Survive, Strength to Thrive](image.png)

- two hours on understanding and surviving trauma, led by Rob Michaels, Serve & Protect CEO / Founder

![Strength for the Journey - Beyond Survive, Strength to Thrive](image.png)

- two hours on financial management, planning, and budgeting, led by Nick Daugherty - a Dave Ramsey certified master financial manager and retired officer

![Strength for the Journey - Beyond Survive, Strength to Thrive](image.png)

- a look at the impact of faith for first responders, featuring Rob Michaels and his former patrol and detective partner with Norfolk Police, Drew Grant
2019 BUILDING ON SUCCESS - INNOVATION IN SERVICE

In 2019, our focus is on continued growth and refinement:

- **Implement our 360Care nationally**: this program is a sophisticated solution for trauma care.
  - providing chaplain and/or spouse peer advocate when husband goes into treatment for support and encouragement
  - working closely with Safe Call Now (our crisis line) to partner with the treatment center to locate a trauma therapist when officer leaves residential for continuity
- **recruiting and training additional peer advocates**, building our people with more training
- **expand the use of our mobile app** - users can watch the videos, read articles, and request help either by phone or message from our app
- launching a program developed by Ron, a phone line for first responders just needing to talk, not needing a therapist
- **distribution and promotion of our video series** through new partnerships in public safety media and compatible organizations
- **identifying compatible organizations to offer additional services** or referrals for us to help
  - to that end, we have just partnered with National Alliance for Law Enforcement Support, largely serving first responder spouses, to be our peer advocates for wives, especially those whose husband is going into residential care.
- **in spring we plan to video a 4th seminar on Family Wellness. With first responder divorce exceeding 75%, it is critical.**

While doing seminars, it became clear that departments rarely educate families about first responder life – which exacerbates divorce.

**THIS IS A CRITICAL NEED.**

As you now look at year end giving, please consider Serve & Protect. You can see we have grown, where we have served, and how many lives have changed by finding hope. By God’s grace, our influence had grown. You can see where we are going, and by God’s grace, will have an even greater impact on the lives of those who keep us safe.

*This work is important for those who keep us safe. There is nothing else like Serve & Protect.*
COMPREHENSIVE SERVICE TO THE PUBLIC SAFETY COMMUNITY
BODY, MIND, SOUL

SERVE & PROTECT

INTRODUCING

PEER SUPPORT
615-373-8000
NATIONWIDE
FOR WHEN YOU JUST NEED A LISTENING EAR

Sometimes you wish you had a peer, someone you do not know, someone who gets your job to talk to confidentially. A fresh perspective from someone who has been there. No appointment, no insurance.

Free.

THIS IS IT. OUR PEER SUPPORT MANNED BY ACTIVE OR RETIRED FIRST RESPONDERS, BECAUSE IT TAKES ONE TO KNOW ONE.

Since 2011, Serve & Protect has helped more than 3,000 public safety professionals and their families find hope, find healing. We are here for you too.

CONFIDENTIAL HELPLINE
615-373-8000
WWW.SERVEPROTECT.ORG

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Public Safety Chaplain Peer Support
NATIONWIDE
615-373-8000

or message us at Facebook.com/publicsafetyministry

HOPES AND A PRAYER

You serve. Public Safety Chaplains are committed to the front line, but when your experience becomes more than you can handle, a Chaplain is there. Your voice can be heard.

Whether you are a Chaplain struggling with what you have experienced, or know one who is in need, you can talk to a Public Safety Chaplain to help you find healing.

CHAPLAIN PEER ADVOCATES
Because it takes one to know one.

Since 2011, Serve & Protect has helped more than 3,000 public safety professionals and their families find hope, find healing. We are here for you too.

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Understanding
360CARE

Serve & Protect created 360CARE to better provide emotional wellness support for public safety professionals. To that end, we have distinct components for serving:

- Serve & Protect therapist referral services, which is the backbone of what we have done for almost 8 years and 5,000 referrals. This is business as usual. SCN Peer Advocates send the referral to Ron Jones and Rob Michaels with the contact info, zip code, email, phone, insurance carrier, and a brief description of the need. One of our S&P peer advocates will work directly with the caller through referral.

- Our new 360CARE enhances the ability of SCN and S&P to address the need of the caller referred to residential care in a more comprehensive way. When SCN places a caller in residential care, S&P offers the following:
  o We will assign a spouse peer advocate to the family at home while their loved one is in care.
  o We can assign a chaplain as well, if the family desires. SCN can offer this.
  o Once in residential care, IF the facility contacts us to advise of release date, we will locate a trauma therapist in the same manner as we do for non residential clients. This will aid in the continuum of care.

- NEW SERVICE – Serve & Protect launched a Chaplain Peer Support service for public safety chaplains. We have a cadre of seasoned chaplains available to help. When you get such a request, email Ron and Rob the name and contact information of the chaplain requesting peer support.

- COMING SOON – We will launch an all new Spouse Peer Support service to provide insight and hope for public safety spouses troubled by their loved in public service. Spouse peer advocates will be led by Mendi Keatts, who went through the police academy and is now a therapist – married to an officer. Together we are building a cadre of spouse advocates, launching this quarter.

QUESTIONS? CALL OR EMAIL ROB MICHAELS, rob@serveprotect.org
INNOVATION THAT SERVES FAMILIES AND SAVES LIVES - FREE

- only available mobile app for first responders to combine seminars, articles PLUS ONE CLICK CONNECTION TO CRISIS LINE

- three unique seminars on trauma, finance and faith - each live streamed on Facebook and captured on video for free download.

- COMING SOON: first public safety Talk Line for when they are not in crisis but need a listening ear.

- COMING SOON: first responder spouse peer advocate support
Over this last weekend before the New Year, God saw fit to send 3 spontaneous notes of encouragement from some we have helped. As one who has helped us through the years, this is real return on investment. Lives saved. Lives changed. Hope found. Thank you.
Rob Michaels

About a year ago your group found me someone to talk with... I would not be here without your group and help. My daughter is grateful too.
Rec'd December 28, 2018

Hi Rob! I wanted to take the time to wish you a happy new year! I know I am terrible at returning messages but please know how grateful I will always be to you for being instrumental in saving my life! I pray God will bless you abundantly always. In my eyes you are a true hero because you have helped so many and helped us find hope in hopelessness. Happy New Year my friend, and my brother!
Rec'd December 29, 2018

Hi Rob,
Just went to your website and I wanted to thank you from the bottom of my heart.

I realize that my faith and spirituality have been lacking since I retired in 2015. Reading your words made me realize that when you are lacking in the aforementioned, the rest of your life really is shallow.
I have gone back to getting on my knees every day and letting God know that I am once again putting my faith and spirituality first and give my life to him.

Thank you for hearing me out on this!
God bless Sir....
Rec’d December 30, 2018
IN THEIR OWN WORDS . . .

If I had not spoken with you on the 11th of January, I am not sure which road I have may taken with my grief. If it was not for Serve & Protect, I know in my heart I would have committed suicide after Jeff committed suicide. I was broken and torn I could not think straight, all I wanted was to be with my husband I did not know how I would go on with out him. With Rob’s prayer and hope and strength he seen in me, also my family. I was able to go one more day one day at a time. To know that someone cared about a complete stranger and could look at me with compassion in his eyes and feel the need to help me and my family gave me Hope. You have uplifted me over and over with a simple prayer every time we speak.

(Ginny, Widow TN)

As a finance to the officer that was shot in line of duty and lost his job we have faced the daily struggles along with the uncertainty on how to provide for our family during the holiday seasons. It was a probably the lowest point that we encountered Robert Michaels. He was our saving grace. He took his time to reach out to us and gave us support (both spiritually and financial) and pointed us to the right direction...Church. We were both Christian people but seemed to be putting blame instead of asking for God to lead us in the right direction. From that meeting in an McDonald’s at Cool Springs one afternoon forever changed our lives. Serve & Protect (Rob) showed us the kindness and generosity from people we’ve never meet but we’re willing to reach into their pockets to help our family. I have never told this story publicly maybe probably because of pride but if any of our friends or family or especially fellow officers can or will help out I encourage you to do so. You never know you might be the next one who needs the uplifting support that we’ve gotten from the SERVE & PROTECT organization. So please just take a minute and reach into your pocket and give them what you can. I promise it will and does make a difference. Thank you Rob Michaels for making the difference in our life.

(Heather TN)

I just wanted to let you know Rob, that I am eternally grateful for the compassion and support you gave to me and my family. I am now deeply committed to God, my family, and my recovery, I have almost completed all of my outpatient therapy and am an active and devoted member of Narcotics Anonymous. I am healing every day spiritually, mentally, and physically. Words cannot describe the gratitude I have for you and Sean Riley for your guidance and support. Please keep my email address. My story is a powerful one and I would be happy to convey any of it as a testimonial for Serve and Protect and Safe Call Now. You made the difference between life and death for me and I will never forget that. God bless you and contact me anytime.

(Sergeant Donnie Ray Heacox, Police Officer Lakeland, FL)
Serve & Protect has been a blessing in my life. Their guidance and counseling brought me personally out of some dark moments. The worst being when I contemplated suicide. I owe a great debt to Rob Michaels for saving my life through their mere presence and friendship. (Paul, Corrections Lt. TN)

I was going through some very hard times and contacted Safe Call Now who in turn contacted Serve & Protect. Rob called and spoke with me on many occasions before, during, and after treatment. Those discussions have helped me stay focused on my wellbeing. I know Rob was instrumental in saving my life. I cannot imagine where I would be today without. (Kevin, Police Chief MN)

I responded to a pool accident call and the victim was my 17 year old son who died from his injuries. At the hospital I met Rob, who heard what happened and came to help us. Over the last several months Rob seems to know just when to call and check on me and my family. And has become a spiritual rock at times for me when the sand has run out from under my feet. (Mike, Police Chief TN)

Serve & Protect is a much needed service and component within the public safety sector. So much so that we partner with them. They bring the chaplaincy arm of the profession and reach out and follow up with those that we serve. They are a "life saving" resource for those seeking help. We support their efforts 100%. (Sean Riley, President / Founder, Safe Call Now)

Serve & Protect has been a great contribution to Law Enforcement agencies throughout our country in providing immediate emotional counseling when a crisis would arrive no matter what time of day or night. I have used their professional services and I was very impressed with their ability to address the crisis and make a professional referral in a timely fashion. In my professional opinion of 25 years I have not seen a more committed and passionate organization in this line of service for our emergency responders. (Robert E. Douglas, Jr. Executive Director, National Police Suicide Foundation)

It has been a blessing to begin an incredible working relationship with Serve and Protect. There are people who care, and then there is Robert, whose vision and approach to help all of our sisters and brothers in blue, is much needed. Fallen Blue is honored to serve along side Serve and Protect (John Gurnier, President Fallen Blue)

As a law enforcement wife I find that an organization like Serve and Protect is a must for all our first responders. With everything our first responders face daily, Serve and Protect is there on demand to meet the most critical parts of any individual, their spiritual and emotional needs. Many wives pray for the protection of their spouse and it is awesome to know that this organization is not only there for them as an individual, but there for them spiritually and emotionally. Serve and Protect is powerful weapon! (Allison Uribe, Chaplain San Antonio PD, CEO Wives on Duty)

You are doing truly amazing work. It also touches my heart and so wonderful how much you are helping people. (Linda Dappen, President, National Police Wives Association)
Friends,
Every now and then a nugget of encouragement comes unexpectedly. One stood out. It was from a client we helped who had experienced severe trauma, both personally and professionally. I wrote her and said thanks, and asked her permission to share the below selectively. She encouraged me to do so.

NAME WITHHELD

MAY 2016
"I just wanted to take a moment to say thank you for what you have done with your life. It took me 20 months of constant obsession with death and suicidal thoughts to find someone I could reach out to that could point me in the right direction. Although I couldn't even say the words out loud on the phone, I was at a point in my life when I placed that call where I knew I was either going to need to get help right now, or I would take my own life. I had multiple plans, in detail, that I thought about constantly. My mind was absolutely a prison, and I felt like I could talk to no one because suicide is such a taboo subject.

I am sure you don’t remember speaking to me on the phone, or maybe you do. But you reached out and contacted a resource for me, something I could not have, and would not have ever done for myself, and I started therapy last week. I can’t say that I’m anywhere close to being better right now, but at least I have hope that I will be. I finally feel like it is possible to recover from what I am going through and I have options other than death. Words cannot explain how important you are in this world. Thank you for giving me hope not only for myself, but for everyone else that you have reached. You have made such a difference. Thank you."

AUGUST 2016 - Her response to the request to share
"You most certainly do have my permission to share what I had sent. I vaguely remember sending the message due to that period of time in my life being so dark.

For the sake of further encouragement, please know that I have since started and graduated paramedic school and that I am very much on the path that I know I am supposed to follow in my life, which is not all that entirely different from yours. For the next two or three decades I plan to serve as a paramedic, and following that I have devoted my time to helping first responders. I have full intentions on going to graduate school to earn my doctorate degree in psychology and in addition I have taken to writing poetry and a novel that will hopefully someday be shared with others who have been in similarly dark places. And yes, most importantly, I am alive.

Thank you again for what you have done, are doing, and will do. You have my most sincere respect and appreciation."

May I tell you that when a message like this comes to us, it is a stark reminder we deal with life and death and may never know it. I am grateful for our Safe Call Now crisis line partners, and Ron Jones who took her initial call. We can never ever look at a caller as routine. All are different. All present differently.

I am thankful we were here to locate the help she needed.

Robert Michaels
Serve & Protect
Dear Robert, I am putting this on your wall so that everyone can see what a great person you are. When I called safe call now, I was in a very bad way mentally, and in my spirit.

In 2009 I faced every call a officer probably wouldn't see in a life time. From a 4 yr old and mom who were hit by a drunk in front of school and kids at 11 am. And having to tell the parents was hard, then shortly after that I responded to Deputy Brian Etheridge being shot, I was with him keeping him calm and breathing while trying to get him stable to move him. He was ambushed by a guy who just wanted to kill a cop. I was in the ems truck with him and was the last to speak with him. the surgeon said he was going to be fine and so I was dropped at the station my car still at the scene because the shooter was in the field still hiding. Well a Lt came to work and didn't know what just happened so he had me answering calls with him. I heard him ask "what time did he die" I asked who? The suspect???? He said no Brian. I punched the Lt knocking his phone away and jumped out of the car throwing up everywhere...at that point my life changed forever.

The Lt. and another very large officer had to pin me against the wall to calm me down. It was like a piece of my soul just was ripped from my heart. I worked that week everyday begging my partner to just take me home but she refused, she knew I needed to be there. That Thursday I had to tell his wife and mother what he said to me how he looked and was he scared. That was so hard because in my heart I knew he was going to make it. I lost 15 lbs in 4 days that week Sept 28, 2009.

Well a month later I was riding my beat and sent to a drowning of a 6 yr old who had a medical issue due to a fever and drowned in the tub. I did cpr on him for several minutes, spitting throw up out of my mouth as he was getting it out of his airway. That child also died. Then a few months later I responded to a found 2 yr old at an apartment wondering around, well dispatch knows she can count on me to handle the parent who wasn't watching the kid. As it was 110 degrees that day and a one officer call I of course was drilling mom about how it was impossible for that child to open the door. She of couse was sleeping when this happened, finally she said "maybe Jaden let him out" I said who is that, she says my 3 yr old almost 4. I asked where he was she said she didn't know. So in my heart I knew...I called fire ems, dogs, everyone to look for this child. Well within 2 hours he was found 20 ft under in the lake behind his apartment. I ask myself all the time why??

I was very upset with God for a long time and then realized that God doesn't give me anything I can't handle. He knows I needed to be there. Not a day goes by that I don't think of Brian. I went to several counselors who have no clue what to do to help me.

Well Robert I want to thank you (Serve & Protect) for taking time to help me find the right person. Things are going good he let's me talk and is trying to understand me and doesn't push me into things unless I'm ready. He is also helping me with the heartache and stress that I have in regards to having a spinal fusion last yr due to on the job injury.

I wanted to put this out there so that others can see and understand and if anyone wants to reach out they can feel free. It's a slow process but I am doing so much better and understanding what is going on with me. So many officers don't understand because very few have had an officer die in their lap. I one day will share my story and hope it helps others. Thank you so much for caring for a perfect stranger. You are in my prayers. GOD knew that I needed more than what the city officers. And I was getting hit from every angle at work, because truth is since other Co workers don't understand, then they treat it as a weakness. God only puts his strongest soldiers to the front lines and I know God had me there because he knows my heart.

Thank you for believing in me, a perfect stranger but you were truly sent from God. Thank you so much I will attach a picture of Brian so that you can put a face to the name. Thank you for being a blessing and for helping me heal.
2018 DATA FROM LAFF AND NEWS CHANNEL 4 NYGC  
7,000 FIREFIGHTERS SURVEYED NATIONALLY

- 95% experience critical stress
- 77% have unresolved emotional issues
- 71% have trouble sleeping
- 65% have unwanted memories
- 27% stress led to substance abuse
- 19% had thoughts of suicide
- 81% fear they will be seen as weak or unfit for duty
- 87% believe stigma creates a barrier for seeking help
- 78% said departments failed to educate them about mental health issues
- 63% said EAP (employee assistance program) is NOT much use.
Serve & Protect provides hope and encouragement for the whole Public Safety family. We honor the role of the spouse, the backbone of family life. In so doing, we hope to preserve the family unit and combat high divorce rates.

FIRST RESPONDERS
YOUR SPOUSES
MIGHT NOT HAVE A BADGE
BUT THEY’RE EVERY BIT A
HERO!
They have your back.
Say it... Thank you... Show it... I love you.

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WARNING!!!!!!!
BEFORE DOING HARM TO
ONE OF OUR HEROES

YOU BETTER TAKE A GOOD
LOOK AT HIS BACKUP
AND THEY ALWAYS GET THEIR MAN
ALWAYS!!

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FIRST RESPONDERS
YOUR SPOUSES
DON’T NEED A BADGE
BUT THEY’RE EVERY BIT A
HERO!
They’re your partner — on duty 24/7/365
You know it —

TRY A LITTLE TENDERNESS
Words of love unspoken
Are like a rose that never blooms
Thoughts of love may be there
But the fragrance never fills the room
THE NEED IS GREAT - WE ARE THERE TO BE THEIR SAFETY NET

Don’t Let Another Year Pass Without Addressing Officer Stress and Trauma

By Leischen Stelter, editor of In Public Safety

December is a time to reflect on the year and figure out how we can do better in the coming year. For those of us at In Public Safety, it's the perfect time to review the topics that resonated most with our law enforcement readers.
Targeted ads - Chicago PD where suicide rates are double LODD's
THE PROBLEM IS NATIONAL - AND STARTED AGAIN WITH A SUICIDE IN CHICAGO NEW YEARS DAY

Defense Maven ›  News

Chicago PD Officer Found Dead Of Self-Inflicted Gunshot On New Year's Day

Hero Down: Davidson County CO Lawanda Steele-Williams Killed In Murder/Suicide

Florida deputy kills 3 family members, confesses on police radio before killing himself

By: Crystal Bonvillian, Cox Media Group National Content Desk
Updated: Dec 19, 2018 - 2:18 PM

PLANT CITY, Fla. - A Florida sheriff’s deputy killed himself in front of several colleagues Wednesday morning after going on his police radio and reporting that he had killed three of his family members, including a child.

Hillsborough County Sheriff Chad Chronister offered details of the still-evolving investigation at a Wednesday morning news conference.

“I’m here today, I’m saddened, but I’m also disheartened,” Chronister said. “Disheartened that a deputy sheriff, a Hillsborough County deputy sheriff, would ever, ever cause harm to another individual.”
In 2021, the term "War on First Responders" was introduced to highlight the increased trauma and stress faced by emergency service personnel. This has led to new policies and measures to support these workers.

_War Crime Metaphor Has Attorneys Clashing In Nashville Officer's Homicide Case_ (Oct 2021)

In the case of an officer’s homicide, attorneys are clashing over a war crime metaphor, raising issues of tactics and strategy. The defense attorney, Roger Herring, compared the officer's death to a war crime.

"After Officer Delke was following her training — some defense that Herring used at Nurenberg — that Lt. Calley used in Vietnam, and now Andrew Delke is prosessing to this court." Farkis said in his closing statement on Saturday.

**New Hampshire Considering Bill To Ban Officers From Using Deadly Force - Blue Lives Matter**

The State of New Hampshire is considering a bill to ban officers from using deadly force, with the Blue Lives Matter movement leading the discussion. This is part of a larger push for police reform and increased accountability.

**Fla. fire commish: Firefighters should carry guns**

Commissioner Fred Forbes of the Florida Fire Commission said that firefighters should carry body armor and guns in response to recent attacks.

"We’ve got to start thinking about the safety of our firefighters," Forbes said. "They need to be able to protect themselves when they’re on the job."

By Matt McNab
The Beaufort Gazette

BURTON, S.C. — Burton’s 54 firefighters are wearing custom-fitted body armor on all emergency calls, a move spurred by recent attacks on firefighters and first responders nationwide.

"We’ve had several other fire departments in Beaufort County who have had similar incidents," Burton Fire Chief Harry Ronrue said. "We felt it was necessary to protect our firefighters in the event of an attack."
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Condolence Notecard sent to departments with an on-duty death.
RECOGNITION

2017 FBI DIRECTOR’S COMMUNITY LEADERSHIP AWARD

U.S. Department of Justice
Federal Bureau of Investigation

In recognition of outstanding service to the local community and enduring contributions to the advancement of justice, the Director’s Community Leadership Award is presented to Robert Michaels 2016

STATE OF TENNESSEE

Tennessee Senate
Tennessee House of Representatives

PROCLAMATION

Whereas, the members of the legislature, with one heart and one voice, desire to recognize the contributions, and express appreciation for the services rendered, to local communities throughout the State of Tennessee, by Robert Michaels for the year 2016; therefore, it is hereby

Robert Michaels for the year 2016, hereby proclaims that Robert Michaels is hereby honored and recognized for his contributions to the local community and for his service as a leader.

Approved in Nashville, Tennessee, on the 4th day of July 2017.

Signature of Governor

Signature of Speaker of the House
Free downloadable posters

All of us at Serve & Protect would like to say Happy Mother’s Day to all mothers serving in public safety, who selflessly work this day and other special days to protect their community. You sacrifice much for so little thanks.

May God bless and watch over you and your families. May He keep you all safe and in His care. May He provide for your needs, still your heart in times of trouble, and bring you peace and joy. You are true heroes in your child’s eyes.

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COURAGE DEFINES FIRST RESPONDERS

It’s not a birthright. It’s forged to weather the storms

Not through genes but through living - facing good and bad alike, embracing peace - confronting danger

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COURAGE OVERCOMES not absence of fear - rather COURAGE CONQUERS FEAR

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Opening Prayer  
September 9, 2015

Nominated and Introduced by Congressman Marsha Blackburn
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FACEBOOK PAGE WITH INSTRUCTIONAL AND INFORMATIONAL VIDEOS AND ARTICLES - 20,000+ LIKES, 19,600 FOLLOWERS

MINISTRY PAGE WITH ARTICLES AND INSPIRATION
EVENTS

Serve & Protect has been highly active and visible at events like the Davidson County Sheriff’s Health Fair, the Middle Tennessee Law Enforcement Networking event, and more.

DIRECT TN FOP STATE MEMORIAL ANNUALLY

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SERVE & PROTECT - A 41 YEAR JOURNEY FROM MP AND DETECTIVE TO THE LAUNCH IN 2011 - SINCE THAT LAUNCH, MORE THAN 5,000 LIVES AND FAMILIES HELPED.
Serve & Protect
exists to serve those who answered
the call to keep our communities
safe, who run into burning buildings,
extricate broken bodies from mangled
vehicles, take that 911 call from a
panicked victim, sift through crime
scenes and examine crime victim
bodies, and chase those who run to
the gunfire.
We are their 911.

Nobody is born
a Warrior.
You choose to
be one when you
refuse to stay
seated.
You choose to
be one when you
stand up after
getting knocked
down.
You choose to
be one because
if not you, who?
Being Caballero

YEARS
AND ALMOST
5,000
PUBLIC SAFETY
HEROES HELPED
SINCE JULY 1, 2011

Founded by former Detective Robert Michaels, our Serve & Protect A-TEAM is dedicated to
serving the emotional wellness of these public safety heroes who protect our communities,
or nation. Based in Nashville and Chicago, we serve nationwide.

Law Enforcement, Emergency Services, Dispatch, Corrections, Forensic Medicine
TRAUMA SERVICES FACILITATION - Trauma Education - Spouse Support
We change nothing for our services, and promise to locate the best resource to address the
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MAKE UP YOUR MIND -
NO MATTER WHAT COMES YOUR WAY
NO MATTER HOW DIFFICULT
NO MATTER HOW UNFAIR -
YOU WILL DO MORE THAN SIMPLY SURVIVE

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