

Driving Wellness Engagement



Columbus (OH) Police and Fire



The Columbus (OH) Police and Fire wellness program serves approximately 4,000 first responders and dispatchers and is led by experienced tactical professionals, wellness professionals, city EAP licensed clinicians, and peer support members. The Wellness Team includes 10 full-time staff members, along with shift representatives and peer support members, and supports personnel across police, fire, dispatch, and civilian roles.

Challenge

Columbus Police and Fire needed a scalable way to deliver both immediate support during critical incidents and proactive wellness education to a large, diverse workforce across shifts, roles, and career stages—while building trust and normalizing the use of wellness resources.

Solution

Lexipol Wellness provided Columbus Police and Fire’s Wellness Team with a way to integrate and centralize the agencies’ wellness offerings and provide resources developed by experts in first responder mental and physical health. Through the Wellness App, personnel have one place to access resources, including the Program Point of Contact Directory and event calendar, enabling push notifications, event reminders, and communication with staff and peer support team members.

Diverse app content—from sleep and nutrition tips to the 5-Level Tactical Athlete Training Program—supports varying needs across shifts and career stages and is frequently recommended during clinician-led counseling sessions.

Results

Lexipol Wellness has helped Columbus Police and Fire develop strong engagement with wellness resources. The agencies have experienced both qualitative positive feedback about the program as well as quantitative success, reflected in the high number of wellness app downloads and consistently active sessions—data that was critical in securing grant and city funding for wellness initiatives.

Keys to Success

- Wellness Team and leadership engagement in promoting a culture of wellness
- Widespread communication about the Wellness App through posters, academy training, roll calls, and Wellness Center initiatives
- Usage metrics available through the Wellness Console to demonstrate engagement and build funding support