

Tailored, Contemporary Wellness Support



Metro Nashville Police Department

The Metro Nashville (TN) Police Department (MNPD) Wellness Team pairs a people-centered wellness program with the Wellness App from Lexipol to provide accessible, user-friendly support for officers and professional staff.

The Challenge

As a large agency, MNPD needed a consistent and modern way to connect officers and staff with wellness resources without relying on outdated contact lists or fragmented communication. Reaching personnel across shifts and locations—especially during critical incidents—required a reliable platform that could deliver timely guidance and resources when they were needed most.

The Solution

MNPD implemented Lexipol Wellness as the “front door” to its wellness ecosystem. Wellness App serves as a centralized entry point for the agency’s wellness resources, contacts, and services, ensuring support is available when stress is high or when personnel want to improve quality of life.

During critical incidents, the Wellness Console enables real-time push notifications with guidance and resources. The app centralizes access to counselors, chaplains, peer supporters, wellness content, and appointment scheduling, making it easy for officers and families to find support quickly.

The Results

Lexipol Wellness has modernized and expanded MNPD’s wellness outreach, replacing spreadsheets with always-available, digital access to resources. Consistent app usage reflects strong engagement, while simplified scheduling and on-demand content improve participation in wellness services. Overall, the platform has extended the Wellness Team’s reach, allowing MNPD to support personnel reliably, respectfully, and when it matters most.

“The Lexipol Wellness App is in everyone’s back pocket all the time,” says Heidi Bennett, executive administrator in the MNPD’s Behavioral Health Services Division. “It’s a great additional resource. All our components are right there, completely accessible.” Sergeant Shaun Heath, who heads Nashville’s peer support program, adds, “They can use it to do everything from taking a confidential wellness self-assessment, to watching helpful wellness videos, to using sleep soundtracks or listening to white noise to improve their rest. We also use it for scheduling annual wellness visits.”

Keys to Success

- Strong app adoption encouraged through posters, roll calls, email, and in-person guidance
- Easily accessible, centralized location for wellness resources
- Executive-led support for building a culture of wellness