

GMR LIFE FAQ

What is GMR Life?

Global Medical Response (GMR) believes that a culture of wellness must be engrained in an organization's soul. GMR believes that wellness is a critical component of the employee experience and, as a company, is committed to providing the best resources to help, not only our employees, but everyone who is focused on the wellness of others.

GMR Life is the internal division of Global Medical Response that exists to promote, support and encourage wellness for all employees of GMR and to maximize overall wellness, including physical, mental, emotional, spiritual and social. GMR Life is also critically involved in the creation and dissemination of training opportunities to promote wellness.

What resources does GMR Life provide?

GMR Life networks the following resources:

- Peer Support Training and Coordination
- GMR Therapy Dog Team
- CISM Teams
- Optum EAP Navigation
- Deployed Personnel Wellness Support
- 24/7 Individual Crisis Support
- Suicide Awareness and Prevention Training
- Employee Death Notification response
- Wellness Education
- NEOP/EWYL Content
- Mental Health Training
- Stress Management
- Facebook Groups
- Links to additional resources:
 - ResponderStrong.org
 - [GMR Wellness Resources](#)

Who we are?

We are a team of dedicated professionals who are committed to the support of all emergency responders. We craft specific solutions to meet the unique needs of our employees. Our team works closely with leaders across all divisions of GMR (Air, Ground, Fire, HR, Risk, Operations, OEM, Marketing, etc.) to provide wellness resources to all GMR employees.

The GMR Life Team:

Rhonda Kelly



National Director

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Rhonda Kelly started her career in emergency response in 1996, spending the next 21 years working in career and volunteer roles in EMS, Fire and Nursing. During her career, she also served as the Health & Safety Officer for a metropolitan fire department, developing physical fitness, nutrition, wellness, injury prevention, crisis response and mental wellness programs. In 2016, she founded ResponderStrong, the mental health initiative of All

Clear Foundation. In 2020, Rhonda became the director of GMR Life. In November 2020, she was also named the executive director of the All Clear Foundation which transitioned into its research partner NDRI Ventures in December 2023.

Matt Philbrick



GMR Life Manager

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Matt Philbrick joined GMR Life at the beginning of 2021. With more than 17 years working in Emergency Medical Services, Matt brings a background of both BLS and ALS ground ambulance service as well as Critical Care medicine in both rotor and fixed-wing platforms. Since 2014, Matt has been the Medical Operations Manager for a non-profit air and ground ambulance company in Southern Oregon where he supervised a ground department, air medical department, communications center and training department. Matt has learned that interoperability and communication between all departments at an EMS operation – from billing to Human Resources to clinical operations – creates a healthy and successful workplace where employees have the opportunity to thrive. Matt believes in "taking care of the people that are taking care of our communities" and fostering a culture of Wellness.

Shad Thomas, LCSW



Manager Clinical Mental Health

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Shad has been described as "not your typical social worker." After serving seven years in the US Army as an infantryman, Shad started his career in clinical social work by attending the University of Southern California and receiving his Master of Social Work. For the last decade, Shad has worked in community behavioral health in rural communities providing mental health, substance abuse and crisis treatment to adults, veterans and families. In his career, Shad has worked extensively in crisis response as part of a team including first responders and emergency department providers. For the past three years, he developed rural residential substance use and mental health treatment programs, medication assisted treatment, medical detox and peer support programs. His personal experience with combat trauma and military humanitarian missions provides a foundation to support individuals and families who struggle with the stigma associated with mental health and the effects of working in a high-demand, and sometimes traumatic, career field.

Jesse Baker



GMR Life – Therapy Dog Team Program Manager

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Jesse joined the GMR Life team in November of 2021, bringing with him decades of prehospital emergency response experience, serving various communities as a Firefighter/EMT, paramedic, TEMS medic and a brief stint as a deputy coroner. Since starting his career in 1994, Jesse has provided the best prehospital clinical care possible, consistently striving to better himself as well as those coming into the profession. After moving into a leadership role, he focused on caring for his employees. Providing a diverse, equitable, inclusive and safe work environment for his employees was paramount to his core values. To facilitate those core values, and in conjunction with the rest of his leadership team, he successfully implemented a Peer Support program and introduced the GMR Therapy Dog Program to his operation. Jesse's passion for employee wellness and the Therapy Dog Program led him to his current position as the GMR Therapy Dog Team Program Manager with Therapy Dog, Dex, ever at his side.

GMR Therapy Dog Team



The GMR Therapy Dog Team was founded in 2016 and has been providing support and comfort to our teams at GMR. The Therapy Dog Team is comprised of standard-size hypoallergenic 'doodle' breeds that are specially trained to work with emergency responders. GMR Therapy Dogs are raised and trained working within an operation and are integrated members of our teams. Therapy Dogs start their training as a puppy and work closely with handlers to meet milestones for obedience and service animal training.

Currently, the team is comprised of more than 40 certified and 'in-training' Therapy Dogs located across the country serving all GMR solutions and departments.

For more information, visit the team page at www.facebook.com/GMRTherapyDogs.

How can GMR Life help my operation(s)?

The team at GMR Life is responsive to wellness needs across the company. Our team engages with personnel and leaders to create wellness solutions at the individual and organizational level. From recruitment through retirement, GMR Life provides solutions to create, maintain and strengthen wellness. We assist with preventative education, peer team coordination, crisis outreach and navigation of our benefits system, in addition to other services.

GMR Life provides outreach and education to both internal departments and external stakeholders. We are available to help answer questions about wellness and mental health support for our field providers as well as provide information about resources available to all GMR employees.

Known for creating industry-best practices, Global Medical Response is committed to creating a benchmark wellness program for EMS, Fire, Medical, Disaster and Administrative professionals.

How do I request GMR Life services for my operation(s)?

To request more information or activate any of the GMR Life resources:

- call or email any team member
- email our team inbox at GMRLife@gmr.net
- call GMR Life direct line: 833.507.5433