

**Peer  
Support**



**Assistance**



**Training**



**Counseling**



**Helpline**

**833-367-4689**

**Get patched through for  
confidential behavioral  
health support exclusively  
for first responders and  
healthcare workers in  
Texas.**



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 **UTHealth** Houston

# PATCH

**Peer Support • Assistance • Training • Counseling • Helpline**

## **Peer Support**

Peer support provides a bridge. When things get heavy, most of us don't reach out to strangers first — we reach out to people who understand the job. Connecting with peers who share similar roles, experiences, and cultures can be a critical protective factor for first responders and healthcare workers. Peer relationships often support survival, resilience, and the decision to seek further help when needed.

## **Assistance**

Assistance means helping you navigate what comes next. We provide connections to specialized resources, mental health professionals, and practical information you can use — whether you're looking for immediate support or planning longer-term care.

## **Training**

Training is offered to individuals and organizations through:

- Online modules
- Webinars
- In-person presentations

Topics include mental health, stress, resilience, and the real-world challenges faced by first responders and healthcare professionals. These trainings are designed with our community in mind, not adapted from generic models.

## **Counseling**

Counseling is available directly through our program via no-cost telehealth services. Our counselor is a retired paramedic with 21 years of experience, bringing a deep understanding of both first responder and healthcare cultures. We also maintain a referral network of providers across Texas, many of whom are current or former members of the peer communities we serve. Referral services may include telehealth or in-person care; costs outside of our program may vary.

## **Helpline**

The Helpline is the entry point to all services.

- 24/7 phone access
- Confidential support
- Peer connection, assistance, training referrals, and counseling coordination