Appendix G
Resource and Referral Guide

Purpose

This guide helps EMS agencies identify and organize available mental health and wellness resources. Agencies may use this template to document local, regional, and statewide support that members can access when needed.

Not all agencies will have internal resources. Mapping external resources is an appropriate and effective first step.

Internal Resources

Identify supports available within the agency.

Peer Support Lead or Coordinator:

Peer Supporter Name: _____

Additional Peer Supporters (if applicable):

Date: _____

Names: _____

Employee Assistance Program (if available):

Provider: _____

Access Information: _____

Chaplain or Spiritual Support (if available):

Contact: _____

Local Community Resources

Identify trusted behavioral health providers in your region.

Local Behavioral Health Clinics:

Name: _____

Phone: _____

Private Providers with First Responder Experience:

Name: _____

Phone: _____

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Substance Use Treatment Providers:

Name: _____ Phone: _____

Crisis Services (Local Mobile Crisis, Crisis Stabilization Centers):

Contact Information: _____

Additional Resources:

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Statewide and National Resources

988 Suicide and Crisis Lifeline
Call or Text 988

New York State Crisis Text Line
Text GOT5 to 741741

First Responder-Specific Support Organizations:

Organization: _____ Contact: _____

Emergency Referral Pathways

If a member is in immediate danger:

Call 911
Contact local crisis response
Transport to the nearest emergency department
Agencies should clarify internal protocol for emergency referral.

Maintenance

☐ Review resource list annually ☐ Confirm phone numbers and contact information
☐ Share updated list with members

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