



**MORE POLICE AND FIRE DIED BY SUICIDE THAN LINE OF DUTY DEATH.**

*this is why we do what we do - Rob Michaels*

## STRENGTH FOR THE JOURNEY

Emotional Physical Financial Family Faith



Serving Families & Saving Lives  
in Public Safety since 2011.

Robert Michaels, M.A.  
CEO / Founder



# MORE FIRST RESPONDERS DIE FROM SUICIDE THAN FROM LINE OF DUTY DEATH

## PTSD: 'The Dirty Little Secret of Law Enforcement'

By Tiffany S. Thomas | March 21, 2018

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US Capitol Police march in honor of slain officers Jacob Chestnut and John Gibson, July 1998. Photo by Elvert Barnes, via Flickr

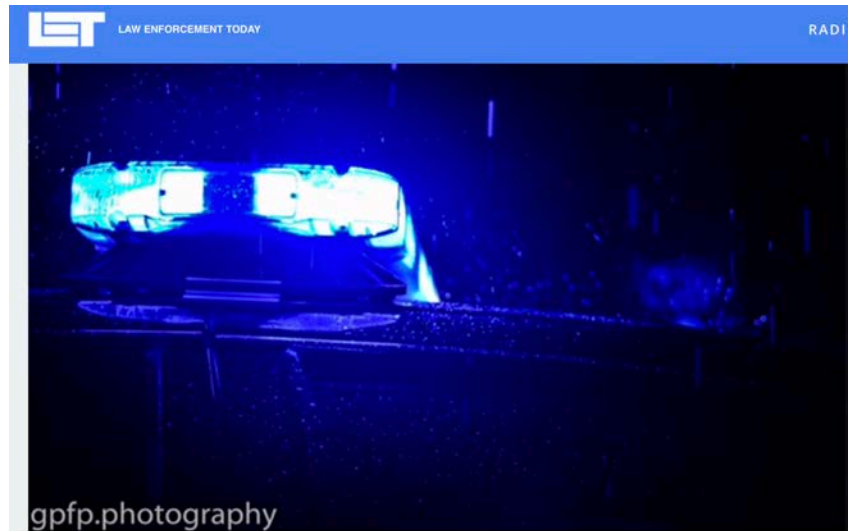
On a warm early morning in 2007, police officer Mark Dibona was sitting in his cruiser in front of a fire station in Sanford, Florida.

Dibona was taking notes in his police logbook when a woman carrying an unconscious infant approached him, frantically asking for help.

"My baby

### 2018

144 POLICE OFFICERS WERE KILLED IN  
THE LINE OF DUTY  
27 K9 POLICE OFFICERS WERE KILLED IN  
THE LINE OF DUTY  
12 POLICE OFFICERS DIED THIS YEAR  
FROM 9/11 RELATED ILLNESSES  
OVER 166 POLICE OFFICERS TOOK THEIR  
OWN LIVES  
THEY LAY DOWN THEIR LIVES EVERY DAY  
TO KEEP YOU SAFE THE LEAST YOU CAN  
DO IS THANK A POLICE OFFICER.



## 158 American Police Officers Died by Suicide in 2018

Posted by Karen Solomon | Dec 31, 2018 | News, Featured | 3,975



For the third straight year, police officer suicides exceed all combined causes of line-of-duty deaths.

In 2018, at least 158 officers died by suicide, nine percent more than the total number of line-of-duty deaths resulting from 15 other causes such as felonious assault, patrol vehicle accident, heart attack, and duty-related illness.



## 'Silence can be deadly': 46 officers were fatally shot last year. More than triple that — 140 — committed suicide.

Christal Hayes, USA TODAY Published 3:20 p.m. ET April 11, 2018 | Updated 3:39 p.m. ET April 12, 2018

2017

## WHITE PAPERS & RESEARCH

### Study: Police Officers and Firefighters Are More Likely to Die by Suicide than in Line of Duty

A white paper commissioned by the Foundation has revealed that first responders (policemen and firefighters) are more likely to die by suicide than in the line of duty. In 2017, there were at least 103 firefighter suicides and 140 police officer suicides. In contrast, 93 firefighters and 129 police officers died in the line of duty. Suicide is a result of mental illness, including depression and PTSD, which stems from constant exposure to death and destruction.

## **WHEN WE NEED HELP WE CALL 911**

### **WHEN FIRST RESPONDERS NEED EMOTIONAL HELP WE ARE 911**

Serve & Protect is a 501©(3) whose mission is to locate and facilitate trauma services for public safety professionals with PTSD symptoms, addictions, or both. Whether residential care or trauma therapists and related services, Serve & Protect works on behalf of the public safety professional to find the right solutions for their real problems. We are the only nationwide organization providing these services. We partner with Safe Call Now who provides our crisis line and facilitates residential care. Serve & Protect facilitates all trauma therapist placements.

### **Real solutions for real problems.**

#### **Our proven methodology**

When calls come in nationwide to our crisis line partner Safe Call Now from public safety professionals looking for trauma services, especially therapists, we go to work locating one in their area that takes their insurance and understands their job – and specializes in trauma therapy.

First a peer advocate contacts the caller to assess the need. Sometimes it is simply to be a listening ear. Sometimes professional help is needed.

Our experienced team works diligently to match the right therapist with each request - one who takes their insurance and is in their area. Moreover, we personally vet EACH therapist for suitability.

There is great satisfaction in locating a match. In fact, one therapist said that "Serve & Protect is like a match.com for those in public safety looking for therapists." We also locate equine therapy, service dogs, and other alternative solutions.

**Since 2011, we have helped more than 5,000 calling for relief of emotional wounds, educated more than 25,000 with our seminars, and have impacted more than 2 million through social media.**



## OUR PROVEN MODEL

**Education:** in partnership with Safe Call Now and several other partners who travel the country providing seminars and distributing our information, as well as previous clients who want peers to know where they found help - we make every effort to raise awareness that help is available. Another resource is the cadre of public safety professionals / families we have helped who distribute cards to help peers.

**Facilitation:** through initial contact with a Safe Call Now peer advocate answering the crisis line, callers are assessed for proper solution to their reason for calling. If residential care is needed, Safe Call Now facilitates that process from start to finish. If trauma therapy in the caller's area is appropriate, Serve & Protect facilitates the proper service and the appropriate level of trauma care.

Our **A-TEAM** is the core of our work. Our **clinical advisor, trauma services manager**, and a cadre of **peer advocates**, seasoned first responders who have diverse experience personal and professional experiences each are ready to serve. Some had administrative trauma, others involved in shootings, and others serious injury. The peer advocates serve callers while a proper counselor is located.

Our **unique 360 Focus** provides a completeness that has become our trademark. If a caller to the crisis line is referred to residential care, Serve & Protect is equipped to step in to locate a Chaplain for the family while the spouse is getting treatment. As the first responder approaches release, we work to locate a trauma therapist to help maintain a continuum of care for maximized recovery. In addition, we can locate other services like AA or Celebrate Recovery programs or intensive outpatient programs in their area.

**Restoration:** the heartfelt goal for Serve & Protect and our partner Safe Call Now is providing care needed by our heroes with care designed to restore them to duty and their family equipped to face the future together. We work to insure recovery through a well-planned aftercare program of trauma therapy. We provide real solutions for real problems for public safety.

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*Serve & Protect was founded in 2011 by Robert Michaels who served both as a MP and also on patrol and detective bureau with Norfolk VA Police. Michaels earned a B.S. from Columbia International University and M.A. from Wheaton College (IL). He is Chaplain for the FBI Memphis Division, Nashville Resident Agency, State Chaplain for the TN Fraternal Order of Police, and Chaplain for Brentwood Fire Department (TN). He is a member of the American Academy of Experts in Traumatic Stress and National Center for Crisis Management, and recipient of the 2017 FBI Director's Community Leadership Award, Memphis Division. Serve & Protect has been recognized by both the Tennessee House and Senate through Proclamations and Joint Resolutions for the work of the organization. Michaels is the 2017 recipient of the FBI Director's Community Leadership Award, Memphis Division.*



## FROM THERE TO HERE

**Founded in 2011 by Robert Michaels, former Norfolk Police Detective, Serve & Protect has stood the test of time, and grown into the premiere resource for Trauma services facilitation for Public Safety professionals and their families.**

### 2011

- Serve & Protect founded,
- 501(c)(3) secured,
- partnership with Safe Call Now as our crisis line partner.
- recruited 100 chaplains who are former first responders

### 2012

- appointed FOP State Chaplain
- partnered with TN FOP offering our services
- listed on both FBI and ATF EAP service provider list nationally
- launched free mobile app

### 2013

- appointed FBI Chaplain for Memphis Division, Nashville region
- began assisting FBI with EAP therapist requests
- provided local seminars

### 2014 - 15

- developed more partnerships including service dogs for first responders

### 2016

- added a trauma services manager
- additional seminars
- provided the opening prayer for the U.S. House, invited by Marsha Blackburn

### 2017

- sponsor FOP National Conference
- sponsor FBINAA conference
- ad placement in FBINAA, Police Chief, and Chicago FOP magazines
- 25 seminars for Davidson County Sheriff
- 6 seminars for Hendersonville Fire
- 10 seminars for civic organizations
- received the FBI Director Community Leadership Award
- updated website
- updated mobile app

2018

- refined our procedures with new Director of Operations
- developed training procedure for volunteers along with training manuals
- expanded our peer advocate program to assist those calling for help
- initiated our 360Care program for continuity of care
- produced 4 free seminars, made available streamed live on Facebook and recorded into [2 hour](#) free segments: First responder wellness - emotional, financial, health, faith. Distributed free to first responders
- selected for the panel of the DOJ Officer Wellness and Safety Working Group in DC; a program initiated by President Trump
- have proposed developing a TN Officer Safety and Wellness group to Commissioner Jeff Long
- seminar for the FOP Southern Regional Conference in Little Rock
- appointed Chaplain for Brentwood Fire Department
- partnered with Newsboys to give free tickets to first responders on their tours.

2011-2017, Michaels personally facilitated therapists for 3,000 in addition to managing growth and development.

2011-current, more than 5,000 have been helped.

### THREE KEY NEW SERVICES FOR 2019

- **Public Safety Talk Line:** sometimes those on the front lines of public safety just need a peer with a listening ear. They are not necessarily in crisis, so this option can intervene and offer them hope and direction.
- **Public Safety Spouse Advocate Line:** When departments train recruits, spouses are most often left out. They do not understand what their spouses face on a daily basis. Sadly, more than 75% of public safety marriages end in divorce. Our team of seasoned first responder spouses will offer hope for those calling.
- **Public Safety Chaplain Support:** Recently an [interview I did on KLOVE](#) aired. The response was wonderful. One of the responses was a Chaplain in Hawaii, asking if we provide our services for Chaplains who need help dealing with trauma. A light came on. We are now launching a Chaplain Peer Support line. |

We serve locally and nationally, 24/7, 365. We have progressed substantially from me and a phone to a [well trained](#) team with local and national recognition.



## **ABOUT THE FOUNDER & CEO**

Robert Michaels is the CEO and Founder of Serve & Protect. He served in law enforcement in 1971 with the 229th Military Police Battalion of the Virginia Army National Guard as well as in 1973 with Norfolk (VA) Police Department, both on patrol and in the detective bureau.

He serves as Chaplain for the FBI Memphis Division, Nashville R.A., and served as Chaplain in Residence for 2 weeks at Quantico. Rob also serves as Chaplain for Nashville SOFSA, the retired FBI Agents Assn. Since 2012 he has served as State Chaplain for Tennessee Fraternal Order of Police and is Chaplain for Morris Heithcock FOP Lodge 41 in Williamson County TN where he is an active member and held offices on the executive board. In 2018, Rob was also appointed as Chaplain for the Brentwood TN Fire Department.

In October 2018, Rob produced STRENGTH FOR THE JOURNEY, a multi-segment symposium streamed live on Facebook and captured on video. Each segment is a seminar on aspects of first responder wellness, including emotions, finances, and faith. Each one is downloadable for free from the Serve & Protect website.

Rob was presented by Congressman Marsha Blackburn when he served as Guest Chaplain for the U.S. House of Representatives September 9, 2015 leading the opening prayer. He is the 2017 recipient of the FBI Director's Community Leadership Award for the Memphis Division, and honored with Tennessee House and Senate Joint Resolutions and Proclamations.

Rob is a member of the American Academy of Experts in Traumatic Stress, and National Center for Crisis Management, and American Legion. He is visiting lecturer for the Davidson County Sheriff's Training division, Williamson County Sheriff's Department Court Officer's Training, and teaches for other public safety organizations. He has been a featured speaker at area civic organizations including Rotary Clubs, Kiwanis, and Shrine Clubs. Rob is also a Circuit Rider teaching classes for Brentwood United Methodist Church. His articles have appeared online for USA Today, Fox News, and others.

He holds a B.A. from Columbia International University and a M.A. from Wheaton College (IL). Rob and Chris, his wife of 45 years, live in Brentwood. Their daughter, Dr. Hollyn Marie Michaels, is a clinical psychologist living with her husband Matt and daughter Brynn in Wheaton IL. Their son, DJ, is an RN in a Boulder hospital in the PACU.



# Serve & Protect

## A-TEAM CORE

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**Ronald Jones**

*Director of operations and training*

### **Ronald Jones, Director of Operations And Training.**

Ron was one of our first Serve & Protect Chaplains. For the last few years, he also joined the team of our partner Safe Call Now, first as a Peer Advocate, then appointed Vice President where he oversaw the team. He retired from that position in 2017 to spend more time with family.

- Ron executes our 360 plan, facilitating chaplain requests for those asking, as well as for those going into residential care wanting a Chaplain to assist their family while in treatment.
  - Retired from West Virginia State Police, Ron is a veteran in law enforcement.
  - He serves as Chaplain for FOP Lodge 145 in Florida and remains a Serve & Protect Chaplain.
  - Ron is an ordained pastor and a member of the International Conference of Police Chaplains.
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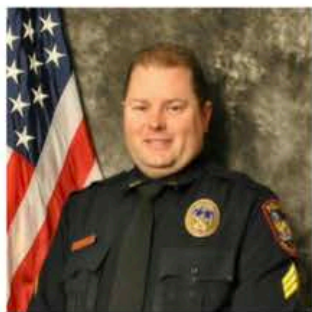


**Dr. Carrie Steiner, Psy.D.**

*Clinical Advisor, Founder first Responder Wellness Center, Lecturer*

### **Dr. Carrie Steiner, PsyD, Clinical Advisor, Founder first Responder Wellness Center, Lecturer**

- Founder, First Responders' Wellness Center, Clinical/Police Psychologist, Forensic Testing, Consultant & Speaker
  - Chicago Police Department, 13 year veteran;
  - Illinois School of Professional Psychology, Chicago Campus, Psy.D., Forensic Psychology/ clinical psychology
  - Adler School of Professional Psychology, Psy.D., Clinical Psychology
  - Certified Clinical Trauma Professional, International Association Of Trauma Professionals, EMDR therapist /EMDRA
  - Crisis Intervention Team Officer, and Autism Spectrum Disorder Trainer at the Chicago Police Academy.
- National speaker on mental illness and police response. She has worked with U.S. Marshals, the FBI, the Department of Homeland Security, and several other federal, state, and local agencies.
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**Officer Nick Daugherty**

*First Responder Financial Management Specialist (Dave Ramsey Master Financial Planner)*

### **Nick Daugherty, First Responder Financial Management Specialist (Dave Ramsey Master Financial Planner)**

Nick Daugherty began his career with the Grand Prairie Police Department in 2003. He spent the first 5 years in patrol working as a beat officer before transferring to the School Resource Officer program where he worked at both high schools, the alternative school, and served on an underage alcohol and drug task force. In 2012 he promoted to the rank of Sergeant where he spent 2 ½ years as a patrol Sergeant, field training supervisor, and fleet coordinator. In 2015 he was transferred to the criminal intelligence unit supervising intelligence, crime analyst, and detectives assigned to the US Marshal's Fugitive task force and FBI's regional computer forensic laboratory. He retired in August of 2017 and now serves as a reserve officer for GPPD.

At a young age he did a lot of stupid things with money partaking in "stupid tax" purchases (the art of buying toys that you can't afford using plastic). Before he knew it he had accumulated over \$80,000 in consumer debt, most of which was wrapped up in car stereo equipment and cars. He quickly realized that he needed to educate himself on personal finances and work to get out of hole he dug himself into. He worked overtime to the tune of over 500 hours a year to get out of debt the first year, only to have to do it a second year to get out of debt after not learning his lesson the first time (old habits die hard). He was introduced to the Dave Ramsey show and became an avid believer and supporter of the Total Money Make Over program by Dave Ramsey. He is currently working on "Baby Step #6" and can't wait to scream out to the world "I'm debt free!!" A graduate and coordinator of Dave Ramsey's Financial Peace University, he is also a certified Dave Ramsey master financial coach\* and offers free one-on-one coaching to first responders in financial crisis.

In 2011 he was approached by Grand Prairie Police Chief Dye who wanted to start a revolutionary and progressive training block on financial planning in the Grand Prairie police academy to all incoming recruits. This was later expanded into mandatory training classes for all officers at GPPD. He currently teaches "Building Financial Strength in Police/Firefighter Families" to numerous agencies and police academies across the state of Texas. Utilizing the principles of Dave Ramsey, he has helped hundreds of officer's work towards a debt free lifestyle and financial freedom. To date almost 2,000 first responders have been through his training.

He is licensed with the State of Texas as a registered investment advisor representative (CRD#6697256) and licensed health and life insurance agent. He additionally has completed classes through Ken Zahn's Certified Financial Planning professional education program and is working towards becoming a CFP.

He has the heart of a teacher and a passion for teaching first responders and their families how to handle their finances and plan for the future so that officers can move from having to work longer than they have to and giving them the ability to comfortably retire when they want to.

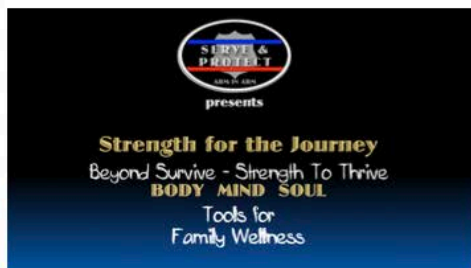
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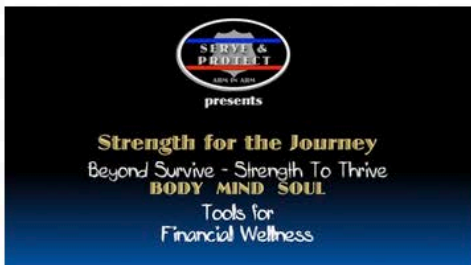
## A TRACK RECORD OF PROVEN EXCELLENCE, UNIQUE SERVICE

### 2018 – GROWTH AND REFINEMENT; SERVING FAMILIES & SAVING LIVES

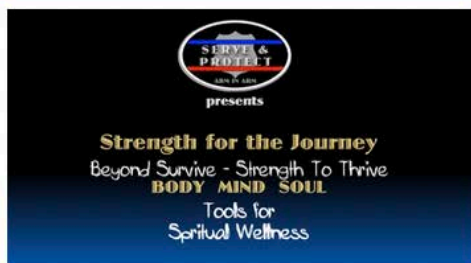
- Since 2011 we have **now helped more than 5,000 public safety professionals and their families** find hope and healing. Yet suicide kills more first responders than on duty deaths.
- November 29 I was **invited to be part of the Department of Justice “Officer Safety & Wellness working group**. This panel of law enforcement experts was formed to explore solutions for police trauma and suicide – their next meeting is in Spring.
- In October we produced **Strength for the Journey - Beyond Survive, Strength to Thrive resulting in 3 training videos** available for free; Police Officer Credit Union Association will make them available on their partner Credit Union sites for free. It was also streamed live on Facebook. (videos viewable at [www.ServeProtect.org](http://www.ServeProtect.org) homepage).



two hours on understanding and surviving trauma, led by Rob Michaels, Serve & Protect CEO / Founder



two hours on financial management, planning, and budgeting, led by Nick Daugherty - a Dave Ramsey certified master financial manager and retired officer

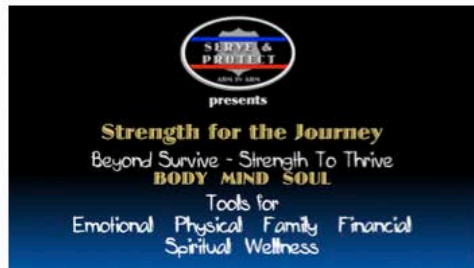


a look at the impact of faith for first responders, featuring Rob Michaels and his former patrol and detective partner with Norfolk Police, Drew Grant

## 2019 BUILDING ON SUCCESS - INNOVATION IN SERVICE

In 2019, our focus is on continued growth and refinement:

- **Implement our 360Care nationally**; this program is a sophisticated solution for trauma care.
  - providing chaplain and/or spouse peer advocate when husband goes into treatment for support and encouragement
  - working closely with Safe Call Now (our crisis line) to partner with the treatment center to **locate a trauma therapist when officer leaves residential for continuity**
- **recruiting and training additional peer advocates**, building our people with **more training**
- **expand the use of our mobile app** - users can watch the videos, read articles, and request help either by phone or message from our app
- launching a program developed by Ron, **a phone line for first responders just needing to talk, not needing a therapist**
- **distribution and promotion of our video series** through new partnerships in public safety media and compatible organizations
- **identifying compatible organizations to offer additional services** or referrals for us to help
  - to that end, we have just **partnered with National Alliance for Law Enforcement Support**, largely serving first responder spouses, to be our **peer advocates for wives**, especially those whose husband is going into residential care.
- **in spring we plan to video a 4th seminar on Family Wellness. With first responder divorce exceeding 75%, it is critical.**



While doing seminars, it became clear that departments rarely educate families about first responder life – which exacerbates divorce.

**THIS IS A CRITICAL NEED.**

As you now look at year end giving, please consider [Serve & Protect](#). You can see we have grown, where we have served, and how many lives have changed by finding hope. By God's grace, our influence had grown. You can see where we are going, and by God's grace, will have an even greater impact on the lives of those who keep us safe.

*This work is important for those who keep us safe. There is nothing else like Serve & Protect.*



**COMPREHENSIVE SERVICE TO THE  
PUBLIC SAFETY COMMUNITY  
BODY, MIND, SOUL**

EXCLUSIVE FOR PUBLIC SAFETY BY PUBLIC SAFETY

**SERVE & PROTECT**

INTRODUCING

**PEER SUPPORT**  
**615-373-8000**  
**NATIONWIDE**

FOR WHEN YOU JUST  
NEED A LISTENING EAR

Sometimes you wish you had a peer,  
someone you do not know,  
someone who gets your job,  
to talk to confidentially.  
A fresh perspective from  
someone who has been there.  
No appointment. No insurance.  
**Free.**

THIS IS IT. OUR **PEER SUPPORT** MANNED BY  
ACTIVE OR RETIRED FIRST RESPONDERS.  
BECAUSE IT TAKES ONE TO KNOW ONE.

Since 2011, Serve & Protect has helped more than  
5,000 public safety professionals and their families  
find hope, find healing. We are here for you too.

**CONFIDENTIAL HELPLINE**  
**615-373-8000**  
FIRST RESPONDERS TAKE YOUR CALL  
[WWW.SERVEPROTECT.ORG](http://WWW.SERVEPROTECT.ORG)  
REAL SOLUTIONS FOR REAL PROBLEMS

DOWNLOAD FREE  
MOBILE APP FROM  
OUR WEBSITE

EXCLUSIVE FOR PUBLIC SAFETY SPOUSES

**SERVE & PROTECT**

**SPOUSE SUPPORT**  
**615-373-8000**  
**NATIONWIDE**

FOR WHEN YOU JUST  
NEED A LISTENING EAR  
ASK FOR A SPOUSE ADVOCATE  
or message Mendi: [facebook.com/ServeProtectSpouses](https://www.facebook.com/ServeProtectSpouses)

Too often the spouse of a first responder  
is unaware of the issues, never trained about the trauma,  
and left in the dark about their first responder challenges.  
Too often departments neglect you.

Whether you are just concerned, or perhaps your  
first responder is away in treatment, you can  
talk to a first responder spouse. Confidentially. Free.

**SERVE & PROTECT SPOUSE SUPPORT**  
**WITH FIRST RESPONDER SPOUSE PEERS.**  
*Because it takes one to know one!*

Since 2011, Serve & Protect has helped more than  
5,000 public safety professionals and their families  
find hope, find healing. We are here for you too.

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EXCLUSIVE FOR PUBLIC SAFETY CHAPLAINS

**GUNS & HOSES**  
**CHAPLAIN FELLOWSHIP**  
SERVING TOGETHER ARM IN ARM

**Public Safety Chaplain**  
**PEER SUPPORT**  
**NATIONWIDE**  
**615-373-8000**

or message us at [Facebook.com/gunshosesministry](https://www.facebook.com/gunshosesministry)

WHEN YOU NEED  
**HOPE AND A PRAYER!**

Too often Public Safety Chaplains are caregivers on the  
front lines, but when they experience trauma, where do they  
turn for a listening ear - that is confidential?

Whether you are a Chaplain struggling with what you have  
experienced, or know one who is in need, you can  
talk to a public safety Chaplain or we can locate a  
trauma therapist to help with the tough spots.

**CHAPLAIN PEER ADVOCATES**  
*Because it takes one to know one!*

Since 2011, Serve & Protect has helped more than  
5,000 public safety professionals and their families  
find hope, find healing. We are here for you too.

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OUR WEBSITE







## Understanding 360CARE

Serve & Protect created 360CARE to better provide emotional wellness support for public safety professionals. To that end, we have distinct components for serving:

- Serve & Protect **therapist referral services**, which is the backbone of what we have done for almost 8 years and 5,000 referrals. This is business as usual. SCN Peer Advocates send the referral to Ron Jones and Rob Michaels with the contact info, zip code, email, phone, insurance carrier, and a brief description of the need. One of our S&P peer advocates will work directly with the caller through referral.
- Our new **360CARE** enhances the ability of SCN and S&P to address the need of the caller referred to residential care in a more comprehensive way. When SCN places a caller in residential care, S&P offers the following:
  - We will assign a spouse peer advocate to the family at home while their loved one is in care.
  - We can assign a chaplain as well, if the family desires. SCN can offer this.
  - Once in residential care, IF the facility contacts us to advise of release date, we will locate a trauma therapist in the same manner as we do for non residential clients. This will aid in the continuum of care.
- **NEW SERVICE** – Serve & Protect launched a **Chaplain Peer Support** service for public safety chaplains. We have a cadre of seasoned chaplains available to help. When you get such a request, email Ron and Rob the name and contact information of the chaplain requesting peer support.
- **COMING SOON** – We will launch an all new **Spouse Peer Support** service to provide insight and hope for public safety spouses troubled by their loved in public service. Spouse peer advocates will be led by Mendi Keatts, who went through the police academy and is now a therapist – married to an officer. Together we are building a cadre of spouse advocates, launching this quarter.

QUESTIONS? CALL OR EMAIL ROB MICHAELS, [rob@serveprotect.org](mailto:rob@serveprotect.org)

## INNOVATION THAT SERVES FAMILIES AND SAVES LIVES - FREE

- only available mobile app for first responders to combine seminars, articles PLUS ONE CLICK CONNECTION TO CRISIS LINE
- three unique seminars on trauma, finance and faith - each live streamed on Facebook and captured on video for free download.
- **COMING SOON:** first public safety Talk Line for when they are not in crisis but need a listening ear.
- **COMING SOON:** first responder spouse peer advocate support

Serve & Protect is a unique cutting edge 501(c)(3) non-profit corporation based in Brentwood TN, reaching Internationally. Since our founding in 2011, we have provided help for almost 5,000 public safety professionals and their families.

We facilitate trauma services for public safety professionals, locating the right resource to address the real issues they face. We narrowcast our facilitation locating a resource in their community that takes their insurance and understands their job. Another uniqueness is our **A-Team**, dedicated professionals available to serve public safety in crisis.

Our unparalleled 360Care builds on our partnership with Safe Call Now. When they have a residential referral, we offer a Chaplain for the family of the patient, to assist while they are in treatment. Moreover, we offer the treatment facility our service to locate a local therapist for outpatient care when the first responder returns home, enhancing the continuum of care.

Serve & Protect was founded by former MP and Norfolk Police Detective Robert Michaels, who also serves as Tennessee Fraternal Order of Police State Chaplain, and Chaplain for FBI Memphis Division, Nashville Resident Agency. Michaels is a member of the American Academy of Experts in Traumatic Stress, National Center for Crisis Management, Society for Police and Criminal Psychology, and Infraguard. He is an active member and 2nd VP of TN FOP Lodge 41, Morris Heithcock Lodge, Williamson county. He is also the founder of Guns'n'Hoses Bible Fellowship in Brentwood TN.

Michaels serves as an adjunct instructor for local agencies in-service training.

Strength on the Journey  
Beyond Survival - Strength To Thrive  
BODY MIND SOUL  
Tools for  
Emotional Physical Family  
Spiritual Wellness

Strength on the Journey  
Beyond Survival - Strength To Thrive  
BODY MIND SOUL  
Tools for  
Financial Wellness

Strength on the Journey  
Beyond Survival - Strength To Thrive  
BODY MIND SOUL  
Tools for  
Spiritual Wellness

Over this last weekend before the New Year, God saw fit to send 3 spontaneous notes of encouragement from some we have helped. As one who has helped us through the years, this is real return on investment. Lives saved. Lives changed. Hope found. Thank you.

*Rob Michaels*

*About a year ago your group found me someone to talk with. . . I would not be here without your group and help. My daughter is grateful too.  
Rec'd December 28, 2018*

*Hi Rob! I wanted to take the time to wish you a happy new year! I know I am terrible at returning messages but please know how grateful I will always be to you for being instrumental in saving my life! I pray God will bless you abundantly always. In my eyes you are a true hero because you have helped so many and helped us find hope in hopelessness. Happy New year my friend, and my brother!  
Rec'd December 29, 2018*

*Hi Rob,  
Just went to your website and I wanted to thank you from the bottom of my heart.*

*I realize that my faith and spirituality have been lacking since I retired in 2015. Reading your words made me realize that when you are lacking in the aforementioned, the rest of your life really is shallow.*

*I have gone back to getting on my knees every day and letting God know that I am once again putting my faith and spirituality first and give my life to him.*

*Thank you for hearing me out on this!*

*God bless Sir....*

*Rec'd December 30, 2018*





## **SERVE & PROTECT**

**SERVING THE HEART  
OF THOSE WHO PROTECT**

### **IN THEIR OWN WORDS . . .**

If I had not spoken with you on the 11th of January, I am not sure which road I have may taken with my grief. If it was not for Serve & Protect, I know in my heart I would have committed suicide after Jeff committed suicide. I was broken and torn I could not think straight, all I wanted was to be with my husband I did not know how I would go on with out him.. With Rob's prayer and hope and strength he seen in me, also my family, I was able to go one more day one day at a time. To know that someone cared about a complete stranger and could look at me with compassion in his eyes and feel the need to help me and my family gave me Hope. You have uplifted me over and over with a simple prayer every time we speak.

**(Ginny, Widow TN)**

As a finance to the officer that was shot in line of duty and lost his job we have faced the daily struggles along with the uncertainty on how to provide for our family during the holiday seasons. It was a probably the lowest point that we encountered Robert Michaels. He was our saving grace. He took his time to reach out to us and gave us support (both spiritually and financial) and pointed us to the right direction...Church. We were both Christian people but seemed to be putting blame instead of asking for God to lead us in the right direction. From that meeting in an McDonald's at Cool Springs one afternoon forever changed our lives. Serve & Protect (Rob) showed us the kindness and generosity

from people we've never meet but we're willing to reach into their pockets to help our family. I have never told this story publicly maybe probably because of pride but if any of our friends or family or especially fellow officers can or will help out I encourage you to do so. You never know you might be the next one who needs the uplifting support that we've gotten from the SERVE & PROTECT organization. So please just take a minute and reach into your pocket and give them what you can. I promise it will and does make a difference. Thank you Rob Michaels for making the difference in our life.

**(Heather TN)**

I just wanted to let you know Rob, that I am eternally grateful for the compassion and support you gave to me and my family. I am now deeply committed to God, my family, and my recovery. I have almost completed all of my outpatient therapy and am an active and devoted member of Narcotics Anonymous. I am healing every day spiritually, mentally, and physically. Words cannot describe the gratitude I have for you and Sean Riley for your guidance and support. Please keep my email address. My story is a powerful one and I would be happy to convey any of it as a testimonial for Serve and Protect and Safe Call Now. You made the difference between life and death for me and I will never forget that. God bless you and contact me anytime.

**(Sergeant Donnie Ray Heacox, Police Officer Lakeland, FL)**

**SERVING HERO FAMILIES    SAVING HERO LIVES**  
**LAW ENFORCEMENT   FIRE RESCUE   EMT   CORRECTIONS   DISPATCH**



Serve & Protect has been a blessing in my life. Their guidance and counseling brought me personally out of some dark moments. The worst being when I contemplated suicide. I owe a great debt to Rob Michaels for saving my life through their mere presence and friendship.

**(Paul, Corrections Lt. TN)**

I was going through some very hard times and contacted Safe Call Now who in turn contacted Serve & Protect. Rob called and spoke with me on many occasions before, during, and after treatment. Those discussions have helped me stay focused on my wellbeing. I know Rob was instrumental in saving my life. I cannot imagine where I would be today without.

**(Kevin, Police Chief MN)**

I responded to a pool accident call and the victim was my 17 year old son who died from his injuries. At the hospital I met Rob, who heard what happened and came to help us. Over the last several months Rob seems to know just when to call and check on me and my family. And has become a spiritual rock at times for me when the sand has run out from under my feet.

**(Mike, Police Chief TN)**

Serve & Protect is a much needed service and component within the public safety sector. So much so that we partner with them. They bring the chaplaincy arm of the profession and reach out and follow up with those that we serve. They are a "life saving" resource for those seeking help. We support their efforts 100%.

**(Sean Riley, President / Founder, Safe Call Now)**

Serve & Protect has been a great contribution to Law Enforcement agencies throughout our country in providing immediate emotional counseling when a

crisis would arrive no matter what time of day or night. I have used their professional services and I was very impressed with their ability to address the crisis and make a professional referral in a timely fashion. In my professional opinion of 25 years I have not seen a more committed and passionate organization in this line of service for our emergency responders.

**(Robert E. Douglas, Jr. Executive Director, National Police Suicide Foundation)**

It has been a blessing to begin an incredible working relationship with Serve and Protect. There are people who care, and then there is Robert, whose vision and approach to help all of our sisters and brothers in blue, is much needed. Fallen Blue is honored to serve along side Serve and Protect

**(John Gurnieri, President Fallen Blue)**

As a law enforcement wife I find that an organization like Serve and Protect is a must for all our first responders. With everything our first responders face daily, Serve and Protect is there on demand to meet the most critical parts of any individual, their spiritual and emotional needs. Many wives pray for the protection of their spouse and it is awesome to know that this organization is not only there for them as an individual, but there for them spiritually and emotionally. Serve and Protect is powerful weapon!

**(Allison Uribe, Chaplain San Antonio PD, CEO Wives on Duty)**

You are doing truly amazing work. It also touches my heart and so wonderful how much you are helping people.

**(Linda Dappen, President, National Police Wives Association)**

Friends,

Every now and then a nugget of encouragement comes unexpectedly. One stood out. It was from a client we helped who had experienced severe trauma, both personally and professionally. I wrote her and said thanks, and asked her permission to share the below selectively. She encouraged me to do so.

NAME WITHHELD

MAY 2016

"I just wanted to take a moment to say thank you for what you have done with your life.

It took me 20 months of constant obsession with death and suicidal thoughts to find someone I could reach out to that could point me in the right direction. Although I couldn't even say the words out loud on the phone, I was at a point in my life when I placed that call where I knew I was either going to need to get help right now, or I would take my own life. I had multiple plans, in detail, that I thought about constantly. My mind was absolutely a prison, and I felt like I could talk to no one because suicide is such a taboo subject.

I am sure you don't remember speaking to me on the phone, or maybe you do. But you reached out and contacted a resource for me, something I could not have, and would not have ever done for myself, and I started therapy last week. I can't say that I'm anywhere close to being better right now, but at least I have hope that I will be. I finally feel like it is possible to recover from what I am going through and I have options other than death. Words cannot explain how important you are in this world. Thank you for giving me hope not only for myself, but for everyone else that you have reached. You have made such a difference. Thank you."

AUGUST 2016 - Her response to the request to share

"You most certainly do have my permission to share what I had sent. I vaguely remember sending the message due to that period of time in my life being so dark.

For the sake of further encouragement, please know that I have since started and graduated paramedic school and that I am very much on the path that I know I am supposed to follow in my life, which is not all that entirely different from yours. For the next two or three decades I plan to serve as a paramedic, and following that I have devoted my time to helping first responders. I have full intentions on going to graduate school to earn my doctorate degree in psychology and in addition I have taken to writing poetry and a novel that will hopefully someday be shared with others who have been in similarly dark places. And yes, most importantly, I am alive.

Thank you again for what you have done, are doing, and will do. You have my most sincere respect and appreciation."

---

May I tell you that when a message like this comes to us, it is a stark reminder we deal with life and death and may never know it. I am grateful for our Safe Call Now crisis line partners, and Ron Jones who took her initial call. We can never ever look at a caller as routine. All are different. All present differently.

I am thankful we were here to locate the help she needed.

Robert Michaels  
Serve & Protect



WHAT OTHERS ARE SAYING:  
KAT GOEBEL  
POLICE OFFICER  
APRIL 18, 2015

Dear Robert , I am putting this on your wall so that everyone can see what a great person you are . When I called safe call now , I was in a very bad way mentally, and in my spirit.

In 2009 I faced every call a officer probably wouldn't see in a life time . From a 4 yr old and mom who were hit by a drunk in front of school and kids at 11 am. And having to tell the parents was hard , then shortly after that I responded to Deputy Brian Etheridge being shot , I was with him keeping him calm and breathing while trying to get him stable to move him. He was ambushed by a guy who just wanted to kill a cop. I was in the ems truck with him and was the last to speak with him .the surgeon said he was going to be fine and so I was dropped at the station my car still at the scene because the shooter was in the field still hiding . Well a Lt came to work and didn't know what just happened so he had me answering calls with him. I heard him ask "what time did he die" I asked who? The suspect???? He said no Brian . I punched the Lt knocking his phone away and jumped out of the car throwing up everywhere ...at that point my life changed forever .

The Lt. and another very large officer had to pin me against the wall to calm me down .it was like a piece of my soul just was ripped from my heart . I worked that week everyday begging my partner to just take me home but she refused , she knew I needed to be there . That Thursday I had to tell his wife and mother what he said to me how he looked and was he scared. That was so hard because in my heart I knew he was going to make it . I lost 15 lbs in 4 days that week Sept 28 , 2009 .

Well a month later I was riding my beat and sent to a drowning of a 6 yr old who had a medical issue due to a fever and drowned in the tub .I did cpr on him for several minutes, spitting throw up out of my mouth as he was getting it out of his airway .that child also died . Then a few months later I responded to a found 2 yr old at an apartment wondering around, well dispatch knows she can count on me to handle the parent who wasn't watching the kid. As it was 110 degrees that day and a one officer call I of course was drilling mom about how it was impossible for that child to open the door .she of couse was sleeping when this happened, finally she said "maybe Jaden let him out " I said who is that , she says my 3 yr old almost 4 . I asked where he was she said she didn't know. So in my heart I knew...I called fire ems , dogs , everyone to look for this child . Well within 2 hours he was found 20 ft under in the lake behind his apartment. I ask myself all the time why ??

I was very upset with God for a long time and then realized that God doesn't give me anything I can't handle. He knows I needed to be there . Not a day goes by that I don't think of Brian .. I went to several councilors who have no clue what to do to help me .

Well Robert I want to thank you (Serve & Protect) for taking time to help find me the right person . Things are going good he let's me talk and is trying to understand me and doesn't push me into things unless I'm ready . He is also helping me with the heartache and stress that I have in regards to having a spinal fusion last yr due to on the job injury.

I wanted to put this out there so that others can see and understand and if anyone wants to reach out they can feel free . It's a slow process but I am doing so much better and understanding what is going on with me . So many officers don't understand because very few have had an officer die in their lap . I one day will share my story and hope it helps others . Thank you so much for caring for a perfect stranger . You are in my prayers . GOD knew that I needed more than what the city officers . And I was getting hit from every angle at work , because truth is since other Co workers don't understand, then they treat it as a weakness. God only puts his strongest soldiers to the front lines and I know God had me there because he knows my heart .

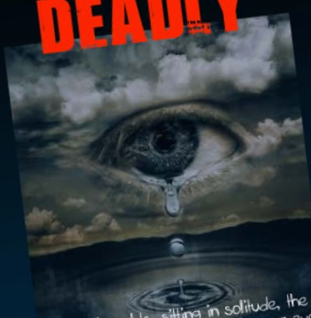
Thank you for believing in me , a perfect stranger but you were truly sent from God. Thank you so much I will attach a picture of Brian so that you can put a face to the name. Thank you for being a blessing and for helping me heal.

**2018 DATA FROM IAFF AND NEWS CHANNEL 4 NYC  
7,000 FIREFIGHTERS SURVEYED NATIONALLY**

- 95% experience critical stress
- 77% have unresolved emotional issues
- 71% have trouble sleeping
- 65% have unwanted memories
- 27% stress led to substance abuse
- 19% had thoughts of suicide
- 81% fear they will be seen as weak or unfit for duty
- 87% believe stigma creates a barrier for seeking help
- 78% said departments failed to educate them about mental health issues
- 63% said EAP (employee assistance program) is NOT much use.

Serving Public Safety Professionals And Their Families Since 2011

## HOPELESSNESS CAN BE DEADLY



When you are alone with your thoughts, sitting in solitude, the silence is deafening but you can hear your heart beating. The tears well up in your eyes. You feel detached.

*You can find no reason to hope. You are sure no one cares. You want it to end. Now.*



Before choosing Suicide, make one phone call. We care. We WILL help. There is hope, and we will help you find it. Don't be deceived by voices of depression, hopelessness.

**615-373-8000**

Since 2011, Serve & Protect has found hope for almost 5,000 first responders and their families. When they were at the end of their rope, we have been there. They chose life. They found hope.

Together, we will find your hope. Call us today.

Visit our website  
[www.serveprotect.org](http://www.serveprotect.org)  
free mobile app, free seminars

## LOST? HOPE FOUND!

The crushing impact of the job can be overwhelming.  
Every day. Every week. Every year.  
You grasp for a glimmer of hope, but too often the glimmer fades.  
You desperately want the memories to stop.  
You think hope is lost.

Problem is, you feel alone. No one to help.

Never alone again.  
Hope is here - now.

Our peer advocates are active / retired first responders.  
They know the job, and will talk with you confidentially.

Finding hope begins with a phone call.

**REAL SOLUTIONS FOR REAL PROBLEMS**

[www.serveprotect.org](http://www.serveprotect.org)  
Confidential 24/7 Crisis Line  
**615-373-8000**  
We facilitate trauma services for public safety.




**A safety net of  
Hope & Healing**



**FIRST RESPONDERS**  
**YOUR SPOUSES**  
 MIGHT NOT HAVE A BADGE  
 BUT THEY'RE EVERY BIT A  
**HERO!**  
 THEY HAVE YOUR BACK  
 SAY IT . . .  
**THANK YOU**  
 SHOW IT . . .  
**I LOVE YOU**  
 WWW.SERVEPROTECT.ORG  
 24/7 COAST TO COAST  
 CRISIS LINE 615-373-8000  
 SHARE2CARE



Serve & Protect provides hope and encouragement for the whole Public Safety family. We honor the role of the spouse, the backbone of family life. In so doing, we hope to preserve the family unit and combat high divorce rates.

**BODY MIND SOUL**  
 SERVING HERO FAMILIES SAVING HERO LIVES  
 LAW ENFORCEMENT FIRE RESCUE EMT CORRECTION DISPATCH  
 CRISIS LINE / CHAPLAINS / TRAUMA THERAPISTS  
**CALL 615-373-8000**

**WARNING!!!!!!!**  
**BEFORE DOING HARM TO**  
**ONE OF OUR HEROES**



**YOU BETTER TAKE A GOOD**  
**LOOK AT HIS BACKUP**  
**AND THEY ALWAYS GET THEIR MAN**  
**ALWAYS!!**



WWW.SERVEPROTECT.ORG  
 T @SERVEPROTECT  
 FB /SERVEPROTECT  
 ROB@SERVEPROTECT.ORG  
 CRISIS LINE  
 615-373-8000

**FIRST RESPONDERS**  
**YOUR SPOUSES**  
 DON'T NEED A BADGE  
 BUT THEY'RE EVERY BIT A  
**HERO!**  
 THEY'RE YOUR PARTNER  
 - ON DUTY 24/7/365  
 YOU KNOW IT -  
**TRY A LITTLE**  
**TENDERNESS**  
 WORDS OF LOVE, UNSPOKEN  
 ARE LIKE A ROSE THAT NEVER BLOOMS  
 THOUGHTS OF LOVE MAY BE THERE  
 BUT THE FRAGRANCE NEVER FILLS THE ROOM



WWW.SERVEPROTECT.ORG  
 24/7 COAST TO COAST  
 CRISIS LINE CHAPLAINS  
 SHARE2CARE



THE NEED IS GREAT - WE ARE  
THERE TO BE THEIR SAFETY NET

**IN PUBLIC SAFETY** Relevant insights by the experts  
*from American Military University*

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HOME > EDITOR'S PICKS > DON'T LET ANOTHER YEAR PASS WITHOUT ADDRESSING OFFICER STRESS AND TRAUMA



EDITOR'S PICKS

LAW ENFORCEMENT

LE CAREERS

MENTAL HEALTH

MOST POPULAR

ORIGINAL

STRESS MANAGEMENT

SUICIDE PREVENTION

December 5, 2018

## Don't Let Another Year Pass Without Addressing Officer Stress and Trauma

START A **CRIMINAL JUSTICE DEGREE** AT AMERICAN MILITARY UNIVERSITY.

By **Leischen Stelter**, editor of *In Public Safety*

December is a time to reflect on the year and figure out how we can do better in the coming year. For those of us at *In Public Safety*, it's the perfect time to review the topics that resonated most with our law enforcement readers.

# MEDIA



## WOUNDS KILL

Targeted ads - Chicago PD where suicide rates are double LODD's

**TRAUMA**  
Invisible Wounds Emotional Scars THAT CAN BE TREATED

**NEVER SUFFER ALONE**  
We are brothers and sisters in arms - by first responders

**615-373-8000**  
**CONFIDENTIAL**  
24/7/365

REAL SOLUTIONS FOR YOUR REAL PROBLEMS  
[WWW.SERVEPROTECT.ORG](http://WWW.SERVEPROTECT.ORG)  
DOWNLOAD OUR FREE MOBILE APP

## Full Team Ahead

New administration focused on bringing a unifying voice to Lodge 7 and improving working conditions for all members

**NEWSPICACAL**  
A new team has taken the helm at the Chicago Police Department's Lodge 7, the union representing officers in the city's largest police department. The new team, led by Chief of Police Scott V. Evans, is focused on improving working conditions and bringing a unifying voice to the lodge. The new team is composed of officers from various units, including the 1st, 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th, 13th, 14th, 15th, 16th, 17th, 18th, 19th, 20th, 21st, 22nd, 23rd, 24th, 25th, 26th, 27th, 28th, 29th, 30th, 31st, 32nd, 33rd, 34th, 35th, 36th, 37th, 38th, 39th, 40th, 41st, 42nd, 43rd, 44th, 45th, 46th, 47th, 48th, 49th, 50th, 51st, 52nd, 53rd, 54th, 55th, 56th, 57th, 58th, 59th, 60th, 61st, 62nd, 63rd, 64th, 65th, 66th, 67th, 68th, 69th, 70th, 71st, 72nd, 73rd, 74th, 75th, 76th, 77th, 78th, 79th, 80th, 81st, 82nd, 83rd, 84th, 85th, 86th, 87th, 88th, 89th, 90th, 91st, 92nd, 93rd, 94th, 95th, 96th, 97th, 98th, 99th, 100th, 101st, 102nd, 103rd, 104th, 105th, 106th, 107th, 108th, 109th, 110th, 111th, 112th, 113th, 114th, 115th, 116th, 117th, 118th, 119th, 120th, 121st, 122nd, 123rd, 124th, 125th, 126th, 127th, 128th, 129th, 130th, 131st, 132nd, 133rd, 134th, 135th, 136th, 137th, 138th, 139th, 140th, 141st, 142nd, 143rd, 144th, 145th, 146th, 147th, 148th, 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## Inside News You Can Use

**07 WATER SAVE**  
When a vehicle is sinking into the water, law enforcement officers know that there's very little time to make a difference.

**22 TALK IS CHEAP**  
Everyone says more training for cops is a great idea, but who has the money to pay for it?

**33 RESPECT**  
While some young people are protesting police, others are supporting law enforcement in a variety of ways.

### PLUS...

- 10 Top Ten List
- 16 Opinion/Editorial
- 34 In the Line of Duty

## Database will track force use

by Jose Torres

In North Carolina, a state law keeping police videos secret and away from the eyes of the public and the media recently took effect.

In many other states, officials are also seeking to limit the public's access to dash cam and bodycam footage following the most recent controversial shootings in Tulsa and Charlotte.

But while some officials are seeking to limit transparency when it comes to policing, others are going the other way.

# American Police Beat

NOVEMBER 2016 VOLUME XXX NO. 11 PRICE \$4.95 www.apbeat.com



A police officer communicates with other officers in Charlotte, NC. Protests in Charlotte erupted after the fatal shooting of 43-year-old Keith Lamont Scott at an apartment complex near UNC Charlotte. (Photo by Sean Rayford/Getty Images)



Rob Michaels & Protest that face public is families.

Do us by Rob

Much players investigating the Francis Karpson of the m In an share K do not with the solution. Court backlogs persons for more influence force to Enley shatters

## FOX NEWS Opinion

Home Video Politics U.S. Opinion Entertainment Tech Science Health Travel

### POLICE AND LAW ENFORCEMENT

## After Dallas, Baton Rouge we can't turn away from invisible wounds of cops, other first responders

By Rob Michaels · Published July 22, 2016 · FoxNews.com

f 250 t 24 15



America's law enforcement family is under attack. Just this month five of our brothers died and 7 were wounded in Dallas. In the same 24-hour period, 3 officers were ambushed in Bristol, Tenn., Valdosta, Georgia, and outside of St. Louis. And on Tuesday, another died in

ities. Police line-of-duty death by gunfire

### POLICING THE USA

Beyond the Range

Collected on Campus

Community

Police

Data Behind the Headlines



## Athletes shouldn't protest cops, they should partner with them: Column

Read Story Rob Michaels

Athletes shouldn't protest cops, they

Protesters gather in Charlotte in

Golfers' endorsement to

Video shows unprovoked Black

Sandra Bland's family settles

Police: 80 gun of teen killed by cop



### VOICES AROUND THE COUNTRY



#BlackWhiteBleedTogether: Churches try to bridge gap between police, community

Readers talk about #BlackLivesMatter, race

Readers talk about the justice system

Readers talk about their experiences with police

## Athletes shouldn't protest cops, they should partner with them: Column

Rob Michaels 6:25 p.m. EDT September 21, 2016



## THE PROBLEM IS NATIONAL - AND STARTED AGAIN WITH A SUICIDE IN CHICAGO NEW YEARS DAY



Defense Maven >  > News

### Chicago PD Officer Found Dead Of Self-Inflicted Gunshot On New Year's Day



### Florida deputy kills 3 family members, confesses on police radio before killing himself

By: Crystal Bonvillian, Cox Media Group National Content Desk

Updated: Dec 19, 2018 - 2:18 PM



 1929 Shares

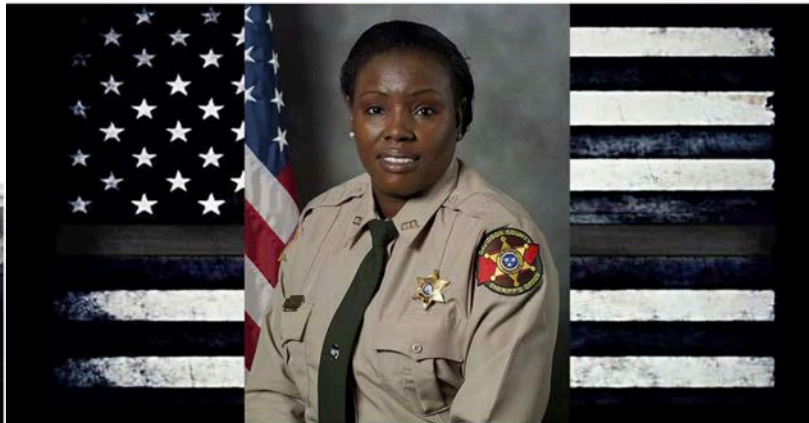



**PLANT CITY, Fla.** - A Florida sheriff's deputy killed himself in front of several colleagues Wednesday morning after going on his police radio and reporting that he had killed three of his family members, including a child.

Hillsborough County Sheriff Chad Chronister offered details of the still-evolving investigation at a Wednesday morning news conference.

"I'm here today, I'm saddened, but I'm also disheartened," Chronister said. "Disheartened that a deputy sheriff, a Hillsborough County deputy sheriff, would ever, ever cause harm to another individual."

### Hero Down: Davidson County CO Lawanda Steele- Williams Killed In Murder/Suicide



 by Holly Matkin 1 day

...

*Davidson County Sheriff's Office Corrections Officer Lawanda Steele Williams killed by her husband on Sunday.*

hville, TN – Davidson County Sheriff's Office Corrections Officer Lawanda Steele-Williams was murdered on Sunday, after her husband shot her in their home and turned the weapon on himself.



## WAR ON FIRST RESPONDERS INCREASES TRAUMA



Source: WMUR

DEFENSEMAVEN.IO

### New Hampshire Considering Bill To Ban Officers From Using Deadly Force - Blue Lives Matter

## War Crime Metaphor Has Attorneys Clashing In Nashville Officer's Homicide Case

By TONY GONZALEZ • JAN 7, 2019



Assistant District Attorney Roger Moore and District Attorney Glenn Funk talk during a preliminary hearing for Metro Police Officer Andrew Delke on Friday.  
GEORGE WALKER IV / POOL / THE TENNESSEAN

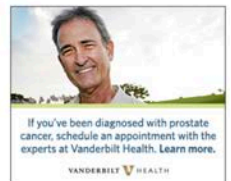


Hear the radio version of this story:

A provocative comment made during the preliminary hearing in the homicide case against Nashville Officer Andrew Delke has prompted a heated exchange between the case's competing attorneys.

At issue is how Davidson County District Attorney Glenn Funk compared the officer's defense to one used by war criminals.

"Andrew Delke was following his training — same defense that Himmler used at Nuremberg, that Lt. Calley used in Vietnam, and now Andrew Delke is propounding to this court," Funk said in his closing statement on Saturday.



Topics > Fire Department Management > Articles

Email Print Comment

## Fla. fire commish: Firefighters should carry guns

Commissioner Fred Forbes said they should outfit firefighters with body armor and guns in response to first responder shootings

Sep 8, 2015

## Body armor made mandatory for S.C. firefighters

The move was spurred by recent attacks on firefighters and first responders nationwide

Sep 21, 2013

By Matt McNab  
The Beaufort Gazette

BURTON, S.C. — Burton's 54 firefighters are wearing custom-fitted body armor on all emergency calls, a move spurred by recent attacks on firefighters and first responders nationwide, Chief Harry Rountree said.

Burton and several other fire departments in Beaufort County have had body armor for over a decade. Many purchased armor in 2000, after four police officers from Port Royal and Beaufort were wounded in a shooting in August 1999.



## NOTECARDS

**BODY MIND SOUL**  
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## POSTERS

SERVING PUBLIC SAFETY PROFESSIONALS

**WITH PTSD**  
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THE SURFACE  
THE INVISIBLE WOUNDS

**JUST MEDICATING THE SYMPTOMS**

ANXIETY  
SLEEPLESSNESS  
RAGE  
FLASHBACKS  
NIGHTMARES  
DEPRESSION  
GUILT / SHAME  
AVOIDANCE  
ISOLATION  
HOPELESSNESS  
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BENEATH SYMPTOMS UNTOUCHED**

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## SEMINARS



O' Lord have mercy on  
me in my anguish. My  
eyes are red from  
weeping; my health is  
broken from sorrow.  
Psalms 31:9

From your brothers and sisters  
at Serve & Protect. We mourn  
your loss with you, and fill you  
in prayer. May the God of grace  
and mercy give you comfort.

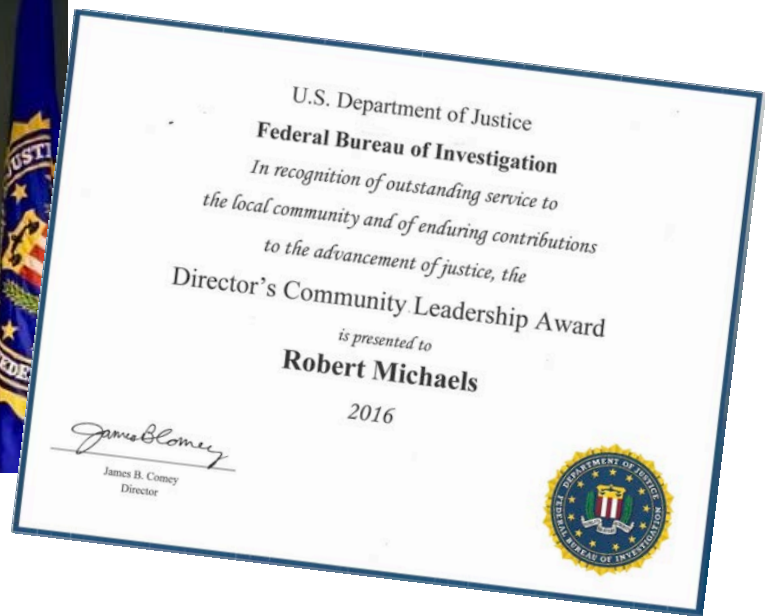


Condolence Notecard  
sent to departments  
with an on-duty death.



# RECOGNITION

## 2017 FBI DIRECTOR'S COMMUNITY LEADERSHIP AWARD



*Tennessee Senate*  
OFFICE OF THE CHIEF CLERK

### PROCLAMATION

WHEREAS, the members of this legislative body are pleased to recognize those corporations and organizations that are dedicated to helping those in need; and

WHEREAS, Serve and Protect is one such organization, which, for the past four years, has remained unwavering in its commitment to helping criminal justice and emergency services personnel and their families; and

WHEREAS, on July 1, 2015, Serve and Protect, a nonprofit corporation based in Brentwood, celebrated the fourth anniversary of its founding. Founded in 2011 by Robert Michaels, a former military policeman and Norfolk Police detective, Serve and Protect is the only independent resource that provides a comprehensive scope of service designed to serve the individual needs of professionals and families in crisis; and

WHEREAS, Mr. Michaels founded Serve and Protect to help law enforcement professionals, firefighters, first responders, and emergency services professionals who may experience anxiety on the job, resulting in a higher rate of suicide, addictions, divorce, domestic violence, and mental health issues; and

WHEREAS, the numbers are both and staggering: 85% of first responders and 35% of dispatchers experience the symptoms of post-traumatic stress disorder, 40% of first responders are involved in domestic violence, 75% of police officers and 87% of firefighters experience divorce, and a law enforcement officer commits suicide every seventeen hours; and

WHEREAS, Serve and Protect offers a wide array of services to help these individuals, including a national crisis line staffed by active and retired first responders who understand the needs of callers and offer confidential, immediate help through Serve and Protect's four core options: residential care, which works hand-in-hand with partner Safe Call Now to ensure the greatest level of beneficial care; chaplain alliance, a network of 3,200 chaplains on call throughout the country; mental health alliance, a network of trauma therapists and counselors dedicated to the resolution of emotional wounds; and case management, which ensures the rehabilitation and restoration of the individuals and their families; and

WHEREAS, Serve and Protect has a number of strategic alliances with organizations throughout the country that strengthen and improve their level of service to those in need. Their cooperative efforts with Safe Call Now, the International Conference of Police Chaplains, the Federation of Fire Chaplains, the Mental Health Education Foundation, the Firefighter Behavioral Health Alliance, and the National Police Suicide Foundation provide a broad-based, seasoned team who provides confidential, compassionate, and comprehensive help; and

WHEREAS, in addition to his work with Serve and Protect, Robert Michaels also serves as the State Chaplain for the Tennessee Fraternal Order of Police and is the founder of the Guns'n'Roses Bible Fellowship; and

WHEREAS, the individuals of Serve and Protect have served with vigilance, helping thousands to cope with the incredible pressures and anxiety that come with serving in the criminal justice system and emergency services, and it is wholly fitting that we recognize this sterling organization on this occasion; now, therefore,

I, Ron Ramsey, Speaker of the Senate of the One Hundred Ninth General Assembly of the State of Tennessee, at the request of and in conjunction with Senator Jack Johnson, do hereby proclaim that we commend and congratulate founder Robert Michaels and the dedicated individuals of Serve and Protect on their celebration of the corporation's fourth anniversary, extending our unbridled appreciation for their unwavering dedication to serving those in need.

Proclaimed in Nashville, Tennessee, on this 8th day of July 2015.



*Ron Ramsey*  
Speaker of the Senate

*Jack Johnson*  
Senator  
23rd Senate District

## STATE OF TENNESSEE

### HOUSE OF REPRESENTATIVES

#### House Joint Resolution No. 960

By Madam Speaker Harwell

A Resolution to recognize Serve and Protect upon its fifth anniversary.

WHEREAS, the members of this General Assembly are pleased to recognize those corporations and organizations that are dedicated to helping those in need; and

WHEREAS, Serve and Protect is one such organization, which, for the past five years, has remained unwavering in its commitment to helping criminal justice and emergency services personnel and their families through facilitating trauma responders; and

WHEREAS, on July 1, 2015, Serve and Protect, a nonprofit corporation based in Brentwood, will celebrate the fifth anniversary of its founding. Founded in 2011 by Robert Michaels, a former military policeman and Norfolk Police detective, Serve and Protect is the only independent resource that provides a comprehensive scope of trauma service facilitation designed to serve the individual needs of professionals and families in crisis; and

WHEREAS, Mr. Michaels founded Serve and Protect to help law enforcement professionals, firefighters, first responders, and emergency services professionals who may experience trauma on the job, resulting in a higher rate of PTSD, suicide, addictions, divorce, domestic violence, and mental health issues; and

WHEREAS, the numbers are both and staggering: 85 percent of first responders and 35 percent of dispatchers experience the symptoms of post-traumatic stress disorder, 40 percent of first responders are involved in domestic violence, 75 percent of police officers and 87 percent of firefighters experience divorce, and a law enforcement officer commits suicide every seventeen hours; and

WHEREAS, Serve and Protect offers a wide array of services to help these individuals, including a national crisis line staffed by active and retired first responders who understand the needs of callers and offer confidential, immediate help through Serve and Protect's four core options: residential care, which works hand-in-hand with partner Safe Call Now to ensure the greatest level of beneficial care; chaplain alliance, a network of 3,200 chaplains on call throughout the country; mental health alliance, a network of trauma therapists and counselors dedicated to the resolution of emotional wounds; and case management, which ensures the rehabilitation and restoration of the individuals and their families; and

WHEREAS, Serve and Protect has a number of strategic alliances with organizations throughout the country that strengthen and improve their level of service to those in need. The organization's cooperative efforts with Safe Call Now, the International Conference of Police Chaplains, the Federation of Fire Chaplains, Tennessee Fraternal Order of Police, the Firefighter Behavioral Health Alliance, and the National Police Suicide Foundation provide a broad-based, seasoned team who provides confidential, compassionate, and comprehensive help; and

WHEREAS, in addition to his work with Serve and Protect, Robert Michaels also serves as the State Chaplain for the Tennessee Fraternal Order of Police, on-call Chaplain for area police and fire departments, and the FBI Chaplain for the Memphis Division, Nashville, TN; and

WHEREAS, on September 9, 2015, Mr. Michaels served as Guest Chaplain for the United States House of Representatives, an honor for which Congresswoman Marsha Blackburn nominated him; and

WHEREAS, the individuals of Serve and Protect have served with vigilance, helping thousands to cope with the incredible pressures and anxiety that come with serving in the criminal justice system and emergency services, and it is wholly fitting that we recognize this sterling organization on this occasion; now, therefore,

BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES OF THE ONE HUNDRED NINTH GENERAL ASSEMBLY OF THE STATE OF TENNESSEE, THE SENATE CONCURRING, that we commend and congratulate founder Robert Michaels and the dedicated individuals of Serve and Protect on their celebration of the corporation's fifth anniversary, extending our unbridled appreciation for their unwavering dedication to serving those in need.

ADOPTED: April 15, 2016



*Bob Harwell*  
SPEAKER OF THE HOUSE OF REPRESENTATIVES

*Ron Ramsey*  
SPEAKER OF THE SENATE

*Sam Harlow*



## Free downloadable posters

All of us at Serve & Protect would like to say

### Happy Mother's Day

to all Mothers serving in public safety, who selflessly work this day and other special days to protect their community. You sacrifice much for so little thanks.

May God bless and watch over you and your families. May He keep you all safe and in His care. May He provide for your needs, still your heart in times of trouble, and bring you peace and joy. You are true heroes in your child's eyes.

[www.serveprotect.org](http://www.serveprotect.org)  
615-373-8000



EXCLUSIVE FOR PUBLIC SAFETY AND THEIR SPOUSES

## SERVE & PROTECT

HAVE YOU SERVED AS A FIRST RESPONDER, IN CORRECTIONS, OR DISPATCH?

DO YOU WISH YOU COULD DO SOMETHING TO HELP YOUR PEERS WHO ARE HURTING?

**LAST YEAR MORE POLICE AND FIREFIGHTERS DIES FROM SUICIDE THAN IN THE LINE OF DUTY.**

Serve & Protect is growing, getting more calls for help!

We are looking for volunteer peer advocates who are either active or retired public safety professionals to join our A-Team. We care so we serve. You might be the difference in helping a peer go from hurt to hope.

If interested, email Ron Jones, our Director of Operations and Training.  
[ron@serveprotect.org](mailto:ron@serveprotect.org)



CONFIDENTIAL CRISIS LINE  
**615-373-8000**  
FIRST RESPONDERS TAKE YOUR CALL  
[WWW.SERVEPROTECT.ORG](http://WWW.SERVEPROTECT.ORG)  
REAL SOLUTIONS FOR REAL PROBLEMS



DOWNLOAD FREE MOBILE APP FROM OUR WEBSITE

# INVISIBLE WOUNDS CAN KILL

Invisible wounds cut deep. Left untreated, they can be as deadly as a gunshot or stab wound left untreated. Those invisible wounds are the result of the trauma of the job. Cumulative exposure over time, with years of critical incidents like fatalities, homicides, suicides, crimes against children, and so much more cause the wounds.

Emotional scars can cause symptoms, signs of post traumatic stress. They are invisible wounds that can be treated. Like a gunshot, proper treatment usually results in healing.

Suicide among public safety too often is the result of PTS symptoms left untreated, and without proper help, can be the tragic yet avoidable result.

We are just a confidential phone call away. We will locate a trauma therapist near you who takes your insurance and understands your job. We interview and hand pick every therapist. Help is here. Now. We are YOUR advocate 24/7/365/Nationwide.

**REAL SOLUTIONS FOR YOUR REAL PROBLEMS.  
EXCLUSIVELY FOR PUBLIC SAFETY**

**CHOOSE LIFE - GET HELP  
CONFIDENTIAL  
615-373-8000**

calls answered by active/retired first responders

[WWW.SERVEPROTECT.ORG](http://WWW.SERVEPROTECT.ORG)



DOWNLOAD FREE MOBILE APP FROM OUR WEBSITE

# COURAGE


## DEFINES FIRST RESPONDERS

**IT'S NOT A BIRTHRIGHT  
IT'S FORGED  
TO WEATHER THE STORMS**

**NOT THROUGH GENES  
BUT THROUGH LIVING -  
FACING GOOD AND BAD ALIKE,  
EMBRACING PEACE - CONFRONTING DANGER**

**ULTIMATE COURAGE IS ROOTED IN  
FAITH, HOPE, AND LOVE.  
IT'S LIVED OUT AT HOME & ON THE JOB  
IT'S LIVING LIFE WRAPPED IN PRAYER**

**COURAGE OVERCOMES  
NOT ABSENCE OF FEAR - RATHER  
COURAGE CONQUERS FEAR**



[WWW.SERVEPROTECT.ORG](http://WWW.SERVEPROTECT.ORG)  
CRISIS LINE - CHAPLAINS  
24/7 COAST2COAST  
SHARE2CARE

## 2015 CONGRESSIONAL OPENING PRAYER - INTRODUCED BY AND GUEST OF CONGRESSMAN MARSHA BLACKBURN



NOMINATED AND  
INTRODUCED BY  
CONGRESSMAN MARSHA BLACKBURN

ROBERT MICHAELS  
GUEST CHAPLAIN  
U.S. HOUSE OF REPRESENTATIVES  
OPENING PRAYER  
SEPTEMBER 9, 2015





FOP NATIONAL / NASHVILLE



# PROFESSIONAL LEVEL TRAINING



# HIPPA COMPLIANT CASE MANAGEMENT

**CONTACT EDIT**  
**New Contact**

Contacts not associated with accounts are private and cannot be viewed by other users or included in reports.

**Contact Edit** [Save] [Save & New] [Cancel]

**Contact Details**

Salutation: --None--  
First Name:   
Last Name:   
Spouse:   
Title:   
Company/Organization:   
Occupation: --None--  
Shift: --None--  
Date of Original Contact: [1/9/2019]  
Birthdate:   
Additional Notes:

Active: ☐  
Archive: ☐  
Client: ☐  
Donor: ☐  
Sponsor: ☐  
Provider: ☐  
Chaplain: ☐  
Therapist: ☐

**Contact Information**

Preferred Phone: --None--  
Home Phone:   
Mobile:   
Work Phone:   
Other Phone:   
Preferred Email: --None--  
Personal Email:   
Work Email:   
Alternate Email:   
Fax:

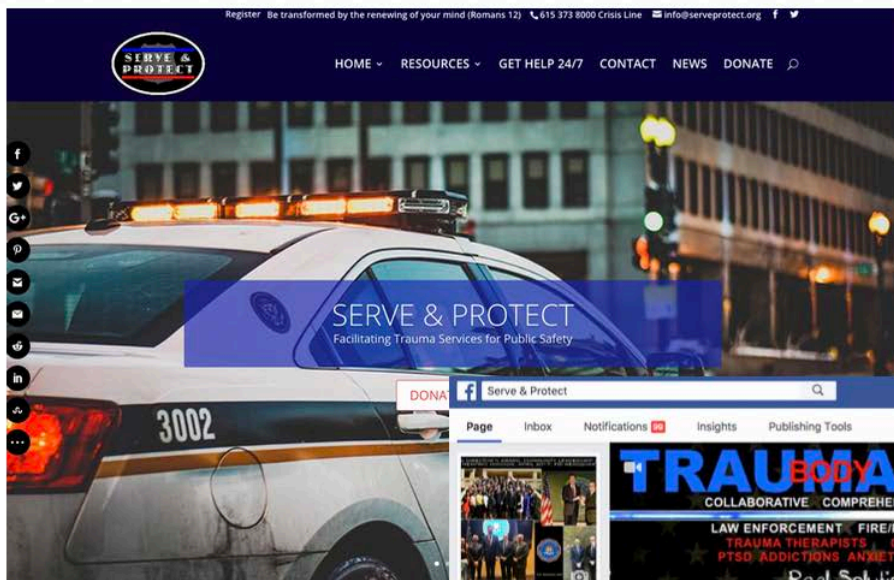
**Address Information**

Primary Address Type: --None--  
Mailing Street:   
Mailing City:   
Mailing State/Province:   
Mailing Zip/Postal Code:   
Mailing Country:   
Secondary Address Type: --None--  
Other Street:   
Other City:   
Other State/Province:   
Other Zip/Postal Code:   
Other Country:   
Notes re Second Address:

**Description Information**

Description of Presenting Issue:   
Recurring thoughts of past incidents? ☐  
Presenting Issue (check all that apply):  
Available: Addictions, Administration Issues, Anger/Rage  
Chosen:   
Description of Recurring Thoughts:





WEBSITE WITH  
INSTRUCTIONAL  
AND  
INFORMATIONAL  
VIDEOS AND  
ARTICLES

FACEBOOK PAGE WITH  
INSTRUCTIONAL AND  
INFORMATIONAL  
VIDEOS AND ARTICLES  
- 20,000+ LIKES,  
19,600 FOLLOWERS



MINISTRY PAGE  
WITH ARTICLES  
AND INSPIRATION



# EVENTS

Serve & Protect has been highly active and visible at events like the Davidson County Sherriff's Health Fair, the Middle Tennessee Law Enforcement Networking event, and more



**INTERNATIONAL CONFERENCE OF POLICE CHAPLAINS**

**DIRECT TN FOP STATE MEMORIAL ANNUALLY**



**FBI NATIONAL ACADEMY ASSOCIATES CONFERENCE – GOLD SPONSORS**



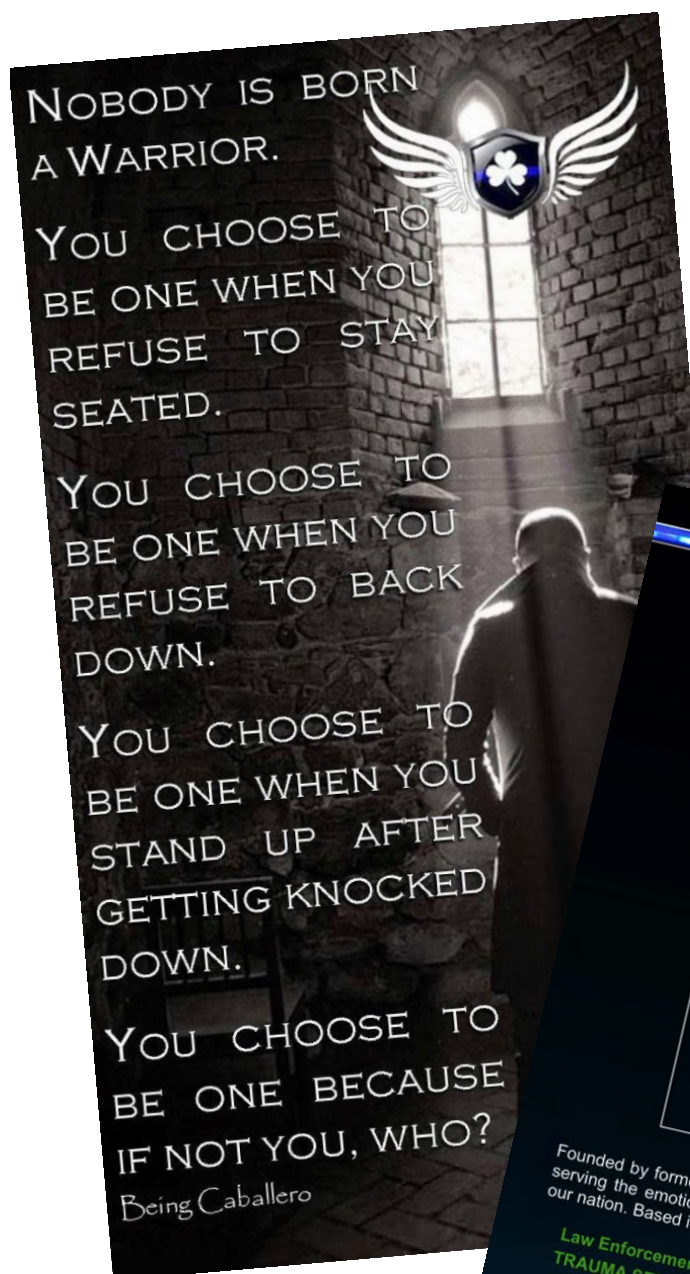
**FORENSIC MEDICAL EXAMINERS**



**SERVE & PROTECT - A 41 YEAR JOURNEY FROM MP  
AND DETECTIVE TO THE LAUNCH IN 2011 - SINCE  
THAT LAUNCH, MORE THAN 5,000 LIVES AND  
FAMILIES HELPED.**







## Serve & Protect

exists to serve those who answered the call to keep our communities safe, who run into burning buildings, extricate broken bodies from mangled vehicles, take that 911 call from a panicked victim, sift through crime scenes and examine crime victim bodies, and chase those who run to the gunfire.

We are their 911.

Be Transformed By The Renewing Of Your Mind

**7 YEARS AND ALMOST 5,000 PUBLIC SAFETY HEROES HELPED SINCE JULY 1, 2011**

Founded by former Detective Robert Michaels, our Serve & Protect A-TEAM is dedicated to serving the emotional wellness of those public safety heroes who protect our communities, our nation. Based in Nashville and Chicago, we serve nationwide.

**Law Enforcement, Emergency Services, Dispatch, Corrections, Forensic Medicine**  
**TRAUMA SERVICES FACILITATION TRAUMA EDUCATION SPOUSE SUPPORT**

We charge nothing for our services, and promise to locate the best resource to address the needs of every caller. We gratefully thank those who donate to us and make this possible.

**SERVE & PROTECT**  
ARM IN ARM

**CONFIDENTIAL CRISIS LINE**  
**615-373-8000**  
FIRST RESPONDERS TAKE YOUR CALL  
[WWW.SERVEPROTECT.ORG](http://WWW.SERVEPROTECT.ORG)

DOWNLOAD FREE MOBILE APP FROM OUR WEBSITE

**MAKE UP YOUR MIND -  
NO MATTER WHAT COMES YOUR WAY  
NO MATTER HOW DIFFICULT  
NO MATTER HOW UNFAIR -  
YOU WILL DO MORE THAN SIMPLY SURVIVE**



**YOU WILL THRIVE - IN SPITE OF IT ALL**

*Beyond Survive - Strength To Thrive*



**CONTACT:**

Robert Michaels

615-224-2424 (direct)

[rob@serveprotect.org](mailto:rob@serveprotect.org)

**ONLINE:**

[www.serveprotect.org](http://www.serveprotect.org)