

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
- ICISF GRIN
- EAP Navigation
- Deployed Personnel Wellness Support
- 24/7 Individual Crisis Support
- Suicide Awareness and Prevention Training
- Employee Death Notification response
- Acute Stress Adaptive Protocol
- Immediate Stabilization Protocol
- Critical Incident Response Team
- Wellness Education
- NEOP/EWYL Content
- Mental Health Training
- Stress Management
- GMR STAT Channels
- Links to additional resources:
 - ResponderStrong.org
 - [GMR Wellness Resources](#)

Who are we?

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 of 2020, she was also named the Executive Director of the All Clear Foundation which transitioned into its research partner NDRI Ventures in December 2023.

Shad Thomas, LCSW



GMR 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 3 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.

Sean Castle, A&P/IA



GMR Life Manager

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Starting in the fire service as a volunteer in 1992, Sean continued in fire/EMS until joining the US Army in 1998, operating as a UH-60A/L Crew Chief in a MedEvac unit in Germany. After his time in the US Army, Sean returned to volunteer work in fire/EMS as FF/EMT-Intermediate until 2012, when he returned to aviation maintenance in the civilian sector. Finding a calling in the helicopter EMS industry, he spent a decade with REACH/GMR supporting the mission to provide critical care to local communities. In 2022, Sean became one of two GMR Life Peer Support Providers specializing in maintenance personnel support, after seeing a need to help AMTs work through trauma associated with sentinel aircraft incidents. His personal experience in EMS and aircraft maintenance has provided a foundation to support individuals within the air medical community who struggle with the stigmas associated with mental health and effects of traumatic events, in a high stress, and highly regulated career field.

Nicole Gonzales, EMT-B



GMR Life – Therapy Dog Team Program Manager

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Nicole Gonzales has served in EMS since 2002. With more than two decades of experience in patient care, disaster response, and emergency operations, she brings a deep understanding of the challenges emergency responders face and the importance of supporting their well-being. Nicole has served as a mentor, Peer Support Coordinator, Critical Incident Response Team member, Honor Guard member, educator, and therapy dog handler. Alongside her therapy dog partner Oakley, Nicole is dedicated to supporting wellness initiatives through the healing power of the human-animal connection. She is passionate about fostering strong community partnerships, supporting responder resilience, and creating meaningful connections that strengthen both individuals and teams. Through her leadership, Nicole is committed to advancing programs that strengthen organizational culture and support those who dedicate their lives to serving others.

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 over 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
- see our webpage: www.globalmedicalresponse.com/people/gmr-life