Cops & Dispatchers: The Resilient Call Response

Scott Whyte and Ryan Dedmon
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“Just when the caterpillar was sure that the world was ending... it became a butterfly”
KEVIN VERMETTE
KITIMAT, BRITISH COLUMBIA
JULY, 1997
Officer Kathy Johnson
RESILIENCE
Resilience is...

- **“The capacity** or ability to prepare for, recover from and adapt in the face of stress, adversity, trauma or tragedy*
- **The energy** you have available to use for physical, mental and emotional needs…”
- **Like a battery** to “…draw upon to handle your daily challenges and duties…” and to:
- **Remain calm,** think clearly and be in control of your emotions...rather than become stressed out, which further drains your energy reserves.”

RESILIENT 911 MINDSET

Heart Focused Breathing (HFB)*

**STEP 1:** Imagine your breath is flowing in and out of your heart area to help you calm down and reduce the intensity of a stress-producing reaction.

**STEP 2:** Take slow, casual deep breaths. Inhale for 5 seconds and exhale for 5 seconds.

**EXERCISE:** Try HFB for a full minute. Try HFB before bedtime.

*Source: Personal Resilience Guide—Law Enforcement and Other First Responders.*

RESILIENT 911 MINDSET

Quick Coherence Technique (QCT)*

**STEP 1:** Heart Focused Breathing

**STEP 2:**Activate a Positive Feeling

“Recall an enjoyable special occasion or special place when you felt good inside. Try to re-experience the feeling now.”

**EXERCISE:** Try QCT for a full minute.

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