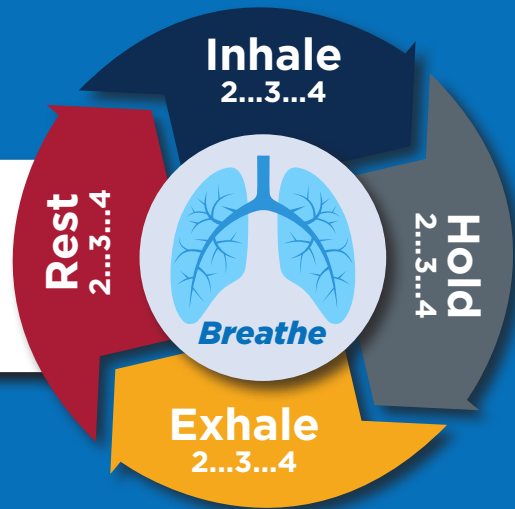


# RESILIENCE STRATEGIES FOR PUBLIC SAFETY TELECOMMUNICATORS

**Y**our role is critical in maintaining police and community safety and wellness. You assist and support officers as well as community members in communicating important information and coordinating responses to emergencies. It is important that you support your wellness to be better prepared to help others and end each shift well.

STRESSOR	RESILIENCE STRATEGY
Burnout	Utilize your break time to step outside, get some fresh air, and refocus your purpose. <b>MAINTAIN HEALTHY HABITS</b> , such as eating nutritious food, exercising regularly, and getting enough sleep.
Receiving Traumatic Calls	Incorporate mindfulness (being present and deliberately aware of what you are seeing and feeling) and breathing exercises into your daily routine to calm your mind and <b>FOCUS ON WHAT YOU CAN CONTROL</b> . Utilize departmental resources (ex. EAP, chaplains, psychologists, peer support) for additional support.
Screen or Phone Fatigue	Avoid overexposure and utilize your break time to <b>UNPLUG</b> . Outside of work, participate in activities you enjoy, such as exercising, listening to music, spending time with loved ones, or meditation.
Feeling Helpless or Catastrophizing Certain Situations	Identify common triggers to understand when you are falling into these thinking traps. Create personal cues to give yourself greater control over your thoughts and <b>REFRAME YOUR THINKING</b> . For example, think of a cherished memory or time to realize what you enjoy most in your life.

Reduce anxiety and  
improve focus and  
energy with  
**deliberate breathing**



## LOOK FOR THE GOOD

NOTICE and REFLECT on everyday positive experiences in your role as a public safety telecommunicator, how others have helped you, and the good in the world. Deliberate recognition of even the smallest of good things can cultivate gratitude, which can lead to many benefits including improved mental health, increased sleep, and higher productivity.



Identify and reflect on *THREE* positive experiences, or benefits from a challenging experience, within the last 24 hours to build resilience and practice gratitude.

For more resilience skills and wellness practices, contact [OSW@theIACP.org](mailto:OSW@theIACP.org) or visit [www.theiacp.org/osw](http://www.theiacp.org/osw).

