

## RESOURCES

### Building Emotional Resilience

**Learn Healthy Habits.** You'll manage stressful times better if you; exercise regularly, eat a balanced diet, and take time to rest.

**Stay Flexible.** Resilient people expect to face challenges at different points in their lives. They are able to adjust their goals and find ways to adapt.

**Learn Lessons.** When you have a negative experience, focus on the positive lessons you can learn from it.

**Take Action.** Think about what you can do to improve your situation, and then do it. Resilient people work on solving a problem rather than letting themselves get paralyzed by negativity.

**Stay Connected.** Nurture your relationships with friends and family. When you are going through a hard time, don't withdraw from other people.

**Have a Sense of Purpose.** This is the motivation that drives you toward a satisfying future. It also helps you to get the most from the things you do and achieve – large and small – right now. Sense of Purpose helps you prioritize your life.

**Believe in Yourself.** Take pride in your abilities and what you have done. Recognize your personal strengths.

**Keep Laughing.** Hold on to your sense of humor even when times are tough. Laughter relieves stress and helps you keep things in check.

**Be Optimistic.** A positive, hopeful outlook will make you much more resilient. Remember that many of the problems you'll face in life are temporary, and that you have overcome setbacks in the past.

**Build Compassion and Empathy.**

Practice seeing events from another person's point of view.

- **SAFE CALL NOW 206-459-3020**  
**[www.safecallnow.org](http://www.safecallnow.org)**  
Safe Call Now is a confidential, comprehensive, 24-hour crisis referral service for public Safety employees, all emergency services personnel and their family members nationwide.
- **CMPD Peer Support Team**  
Offers the opportunity to confidentially speak to a specially trained peer. There is a link to the list of [Peer Support](#) personnel on the portal under Officer Resources.
- **Chaplaincy Unit**  
**Phone: (704) 336-7736**  
**Email: [Theopelis.Schaffer@cmpd.org](mailto:Theopelis.Schaffer@cmpd.org)**  
A CMPD Chaplain is a clergy person with a passionate interest in and the specialized training for, supporting those who work in the field of law enforcement.
- **Employee Assistance Program (EAP)**  
**1-800-327-2251**  
Provides you and your household members with six free sessions. Confidential assistance with personal or professional problems that may interfere with work or family responsibilities. Available 24/7 every day
- **Presbyterian Psychological Services**  
**704-554-9900**  
Local non-profit mental health clinic. Will see any CMPD employee and/or family members for six free sessions. Let them know you are calling for the CMPD program.
- **OurHealth Behavioral Health Specialist**  
**866-451-3467 <https://member.ourhealth.org>**  
Jessica Redish is a licensed professional counselor who can provide free, confidential mental health services for those participating in the City's health plans. Call OurHealth or schedule on the portal

# CMPD

**Charlotte-Mecklenburg  
Police Department**



**CHARLOTTE-MECKLENBURG  
POLICE DEPARTMENT**

**Wellness  
Program  
Resource  
Guide**

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## The following symptoms are common reactions to stress:

### Physical

- Difficulty breathing/hyperventilation
- Sudden sweating and/or heart palpitations
- Chest pain
- Tension/muscle pain
- Fatigue
- Sleeplessness
- Headaches
- Constipation or diarrhea
- Upset stomach
- Dizziness/fainting
- Sexual problems

### Behavioral

- Difficulty connecting with friends/family
- Change in eating habits
- Unexplained crying
- Difficulty concentrating, “spacing-out”
- Abuse of alcohol, drugs and/or prescriptions
- Isolation
- Pacing, fidgety
- Hypervigilance
- Impulsivity
- Erratic behavior

### Mental/Emotional

- Shock
- Depression
- Suicidal thinking
- Numbness
- Hopelessness/helplessness
- Anger or irritability
- Disturbing images
- Fear or anxious
- Nightmares
- Forgetfulness
- “In a fog”
- Guilt

## Immediate and longer term coping strategies:

- Seek medical attention for any acute medical needs, e.g. chest pains, shortness of breath
- Be aware of any physical symptoms; calm yourself using controlled breathing. Talk a breath, hold it for five second and breath out – repeat. Keep going as long as you need to.
- Find a trusted friend/colleague and tell your story; talking through the experience can help
- Write down your thoughts and feelings to help you integrate your experience
- Talk with a physician, a counselor or spiritual leader about any thoughts/concerns
- Take time for yourself, read, listen to music, or reengage with your hobbies.
- Maintain your regular routine/schedule
- Spend time with loved ones
- Maintain or begin an exercise program, walk, ride a bike, swim
- Plan meals, make healthy choices
- Get extra rest
- Take some down time/or plan a vacation
- Sit down and take an inventory of the ways you have been fortunate in your life
- Practice gratitude; make a purposeful effort each day to tell someone how much you appreciate them (and why).

### Try to resist the urge to:

- Isolate, “shut-down” or “bottle-up” your feelings
- Make important decisions of major life changes while you are feeling overwhelmed
- Avoid, numb or escape what you are experiencing by using alcohol or drugs
- Increase your caffeine intake
- Overextend yourself, don’t be afraid to say, no

## A critical incident is a traumatic event which causes extreme stress, fear or injury. After any critical incident:

- It’s normal for a person to go through a wide range of traumatic stress responses; these are normal responses to an abnormal event.
  - Stress reactions may occur in people who experience the incident first-hand, first responders, and witnesses, persons who hear about it or have somehow otherwise been involved with those immediately affected.
  - Certain physical, psychological and emotional symptoms (see adjacent list) can occur related to any level of involvement.
  - There may be no noticeable reactions immediately following the incident, however days, weeks, month, even years later, they can be triggered by persons, places, things or experiences that remind the individual of the incident.
  - Some reactions may appear totally unrelated. If you notice any of these reactions in others or in yourself, the best response is self-care.
  - Be intentional about trying some of the listed coping strategies. If symptoms persist beyond a month, consider seeking professional support.
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