



My View

On July 1st, TIP of Orange County began serving Anaheim, CA. In the days and weeks since then, there has been a significant amount of unrest in Anaheim related to two officer involved shootings. Anaheim (home of Disneyland) certainly hasn't been the "happiest place on earth". Residents and outsiders have been protesting these shootings, and in some cases the protests have turned into violence and resulted in damage to small businesses. TIP Volunteers have been right in "the thick of things," and have been helpful to many of the residents affected.

Not surprisingly, the media in Orange County has focused relentlessly on the officer involved shootings and on how angry residents are at the Anaheim police. We have been trying to interest the media in doing a positive story about the police along the lines of "Anaheim Police partnering with Citizens Helping Citizens program," with no success.

What has been very interesting for me over the last two weeks has been the contrast between the media's portrayal of the Anaheim police and the Orange County TIP Volunteers' perceptions of Anaheim police officers. On TIP Calls, TIP Volunteers have found that Anaheim police officers are very compassionate and kind to residents who are emotionally traumatized. In fact, Orange County volunteers have already nominated two Anaheim police officers for a Heroes With Heart Award. On a number of occasions I've wanted to yell at the TV as I watched coverage of the unrest in Anaheim: *"The Anaheim police are caring for residents every day behind the scenes!"*

This experience has increased my resolve to recognize the "good" done by emergency responders whenever possible, and to encourage all TIP Leaders to do the same.

TIP Volunteers are in a unique position to observe the little kindnesses provided by emergency responders to survivors of tragic events. We are on emergency scenes on a daily basis and observe firsthand the performance of first responders. Rarely does the media report on these "everyday tragedies", and they don't see what we see. Also, TIP clients and their loved ones are in no position to give responders positive feedback. That leaves us!

I believe that with the opportunity we have to help on emergency scenes comes the responsibility to report on the positive actions performed by emergency responders. I know that our TIP Affiliates are already doing this. I just want to reinforce what we are already doing and encourage TIP Leaders to "kick it up a notch", if possible.

How can we recognize the good we see emergency responders doing? Here are just a few ways....

- Continually encourage volunteers to pay attention to and report on the "acts of compassion" they observe on TIP Calls.
- Encourage volunteers to give positive feedback right on the scene to emergency responders, if appropriate.
- Encourage TIP Volunteers to write a note to responders appreciating their acts of kindness.
- Write letters from TIP to compassionate emergency responders with a copy to their bosses.
- Recognize Heroes With Heart at an annual dinner.
- Send press releases to the media profiling compassionate responders and announcing the Heroes With Heart event.

There are probably many other ways of ways of appreciating and recognizing emergency responders "with heart." I welcome your ideas at tipincceo@aol.com

Wayne Fortin, Founder
Trauma Intervention Programs, Inc.

TipIncCeo@aol.com

714-314-0744

See all of Wayne's *My Views* at www.tipnational.org