



# WELLNESS NEWS

SAN DIEGO POLICE DEPARTMENT

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## ***Inner Warrior – By Chappie Hunter***

I exited my car, hopped on one foot to the back door and retrieved my crutches. With my armpits sore and my inner biceps on the verge of bleeding, I placed my crutches under my arms for the one thousandth time. I gently leaned into them, making every attempt to keep my arms completely straight. I placed as much weight as possible on the three inch bars with the withering rubber hand grips. I gritted my teeth, took a deep breath and began my trek across the parking lot. With each lunge of the crutches, I'd swing my lower body through and plant my one remaining foot to the asphalt. Each step a constant reminder my life has forever changed. A reminder of the sever Phantom Pain I had been dealing with since the day after the accident. There were countless sleepless nights, uncontrollable leg spasms and itches in my ankle that didn't exist anymore. The severe body aches demanded I take Percocet every four hours. The profuse sweating and the look on my face, each time trying to convey to my wife what I was feeling. All the while thinking, "Will she still find me attractive?" I battled depression while looking at my five year old son wondering if I'll ever get to play soccer with him again. At that moment, I was in a mental battle to stay alive.

As I approached the door to the prosthesis office, I stopped out of sight from anyone who could see me through the windows. I took three deep breaths, brushed the wrinkles off my shirt and walked through the door. I looked proud but felt broken. I'd grown accustomed to feeling this way for family, friends and co-workers. As the door slowly closed behind me, I momentarily stopped dead in my tracks. In a split second, I processed more infinite detail than I ever thought possible.

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**AWARD  
RECIPIENTS  
FROM:**

**THE  
SAN DIEGO  
ASSOCIATION  
OF  
PUBLIC  
SAFETY  
DISPATCHERS**

**SDPD  
911  
DISPATCHER  
JENNIFER  
DUFFY  
NAMED  
COUNTYWIDE  
DISPATCHER  
OF  
THE YEAR!**

**INCIDENT  
OF THE  
YEAR  
AWARDED  
TO:  
SDPD 911  
DISPATCHERS  
MELISSA  
RAYMOND  
&  
SEBASTION  
FIELD**



***DISPATCHER MOXIE:***

Communications Division Dispatchers are a unique group of individuals characterized by resilience in the midst of mandatory overtime assignments, crisis management, and stress. Long hours are spent listening to the citizens of San Diego share their heartbreak, fright, anger and frustration, (just to name a few).

911 Dispatchers, nationwide, are mandated to answer 911 calls in 10 seconds or less. SDPD Dispatchers provide excellent customer service while doing their best to answer calls under the national mandate. Our dispatchers also answer Fire and Medical 911 calls, which after being screened, are transferred.

Often times throughout the shift, calls come into our COMM Center requiring another law enforcement agency's attention. For example, an RP recently called Communications and his first words were, "Is this California?" He stated a friend of his was somewhere in the state and had made suicidal threats. Because the call came in to SDPD, dispatchers had to start the time-consuming process of tracking the phone ... which after 45 minutes was found to belong to a woman in Twentynine Palms.

Our citizens see law enforcement transparently, so they believe they are calling the right agency even though

they live in Del Mar or Vista, Santee or Bonita. When this occurs, (which it does repeatedly throughout the shift), it requires time from our dispatchers to quickly determine what the call is in reference to, and then to transfer the call appropriately.

Unfortunately, when it does occur, those who truly need emergency services wait on hold. SDPD Dispatchers, who **each** answer approximately 18,000 calls yearly, are tied up with many calls unrelated to police service, thus creating longer than necessary wait times.

Another facet affecting call management is not having sufficient dispatchers on the floor to answer the calls. At this time, staffing is in a critical situation with retirements, transfers and employees leaving the department for other jobs. Communications has one detective assigned to working background packages for the prospective dispatchers. Recently the city opened up the application process year round for Communications. Background Detective Kathleen Mauzy and Communications Recruiter Jeff Monis are working hard to get candidates hired, but as police employees well know, the hiring process is not quick.

Our dispatchers take great pride in their job, work hard to get the calls answered, as well as provide the customer service that callers and our organization expects. Communications Program Manager Gerardo Gurrola, and Police Dispatch Administrators Roxanne Cahill and Carl Rader are working hard to integrate a call management system which will help streamline and expedite the handling of calls. Chief Guaderrama, who oversees Communications Division, is dedicated bringing in better technology in order to ease the burden on the dispatchers.



Deanna Dotta

## SDDPD FAMILY NOTABLES



Congratulations to Stephanie Adams #9 and Lindsey Miller #10, **daughters of Lori Adams (Homicide Unit) and Janine Miller (Crime Lab)**, for completing a successful indoor volleyball season. These "twin towers" are middle-blockers on the top-ranked 13U girls team in the Southern California Volleyball Association, an organization affiliated with USA Volleyball. Their team will be competing with the top 36 teams in the nation at the Junior Olympics held in New Orleans this month. Good luck girls!

It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you'll do things differently.

Warren Buffet

# REPUTATION

I recently participated in a little league baseball all-star draft. There were several people present; the league president, the player agent, and the managers. I think the “player agent” is the coolest sounding job title of them all. I would love to hear that in an interview some day for a law enforcement position:

Q - “So, I see here on your application that you used to be a baseball player agent”.

A - “That is correct.”

Q - “Was that college or pros?”

A - “Actually, it was little league.”

I would stop the interview at that point and hire him/her on the spot. After coaching for the last eight years in little league baseball, I can tell you right now, the high level of self-control it takes to be a board member, manager, or coach is off the charts. If you can deal with little league people and little league situations then you will have no problem listening to a gang member scream how much he hates you.

Anyway, back to the all-star draft. Like most all-star drafts, most of the lineup was easy to pick. It was the last few players who were extremely difficult. There were about five players who all could have gone either way. They all brought one or two baseball qualities to the team: A good bat, good speed, good fielding, good arm, etc. However, since they were all so close, it wasn't any one of these things that was the deciding factor. After the smoke cleared in the draft meeting, the most important characteristic that separated some players from others was their **reputation**. You see, most of the people in that room had watched these kids play for the last 6-8 years. We also got to see and hear how they treated other kids, parents, and coaches, on and off the field. Did they try hard, did they hustle, did they encourage other players, were they respectful to not only their coaches, but also their own parents?

That's right; it was their **reputations** that sealed the deal, one way or the other. Whether we like it or not, our **reputations** are usually earned over a certain period of time, and they will follow us for a certain period of time. And...probably more than any of us know, those **reputations** are spoken of behind closed doors, in meetings, and with people who sometimes have an influence over our lives, careers, transfers, assignments, and promotions. Your reputation is not something that happens over night. So, why don't we do what we tell our kids to do? Try hard, hustle, treat others with respect, and do what is right.

Scott Barnes  
SDPD Wellness Unit

**Inner Warrior**  
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**Sitting and standing before me were six men: Four were amputees, one the father of an amputee and the other was my future prosthesis provider. Of the four amputees, one was a right leg below the knee, one was bi-lateral below knee, one was above knee and the last was a triple amputee missing two legs and his left arm above the elbow. With the exception of one amputee who lost his legs in an off—road motorcycle accident, they were all military war veterans who'd been blown up in battle. None of the men were over the age of twenty nine.**

**With my eyes wide open and my palms sweating from a clinched grip, I made my way over to the group. I wiped my hands of sweat and shook each of their hands in introduction. I laid my crutches on the floor, sat down and began discussing my pains with fellow amputees who I swore would console me. I couldn't have been farther from the truth. At my third sentence in, I was interrupted with six words I will never forget. "Dude, you have a paper cut!"**

**In an hour spent listening to the stories of these men I realized I have absolutely nothing to be depressed about. In fact, I walked out the door that day with my head held high and a newfound passion for what mental survival of physical trauma really meant. After the following two weeks I was completely off medication. In five weeks I was walking. One year and twenty-nine days post accident, after four surgeries, I returned to work full-duty as a San Diego Police Officer. Was this my proudest moment? Not by far. Standing in the freshly cut grass ten feet away from my son, kicking a soccer ball back and forth will forever be my proudest moment.**

**We want to do what we love and not be limited in our movements. The anxiety a person feels being restricted is sometimes worse than not being active at all. This is why I'm gunning to go every single day. Do I appreciate and accept when people say "Chappie you're such an inspiration?" Yes, but it's not my desire to be merely inspirational. I want to motivate you. Whether you're a top ranked athlete or a couch potato, I want to motivate you to be better tomorrow than you were today. If that means lifting 2.5 more pounds on your max bench press or just lifting your but off the recliner, it doesn't matter. It's the act of "doing it" that matters. A good friend of mine, Greg Amundson, taught me the Warrior practice of intention, commitment and courage. I interpret his words to mean making a life commitment to find your inner warrior. What drives you to succeed? What's the reason you wake up each morning to commit to a new day? Stop. Don't read any further until you honestly answer these questions. Got the answers? Awesome, now go do yourself a favor and tape those answers to the door you use most in your home.**

**When did I find my inner warrior? The day I woke up in the hospital, and opened my eyes to the find my beautiful wife and smiling son staring back at me. From that day forward I have been on the warrior path. To adapt, overcome and be a shining light for family, friends, co-workers and now complete strangers. By volunteering my time through Challenged Athletes Foundation I now get the opportunity to meet and guide the next**

**warriors on earth. Be it the 21 year old with no family who lost his arm in a tragic motorcycle accident on the way to his first day of work, the 13 year old son of a retired cop who has to have his leg removed due to incurable infection since birth, or the 8 year old below knee amputee running like the wind in a cheap plastic Medi-Cal prosthetic because she and her family never knew the assistance available to them.**

**I have been given a second chance at life and I'll be damned if I'm not going to pay it forward.**

