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A Qualitative Inquiry into the Phenomenon of Vicarious Resilience in Law Enforcement Officers

Janet M. Pair
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Walden University

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Janet M. Pair

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Walden University
2018

Abstract

A Qualitative Inquiry into the Phenomenon of Vicarious Resilience in Law Enforcement

Officers

by

Janet M. Pair

MS, Walden University, 2013

MA, Liberty University, 2012

BS, Biola University, 1996

Dissertation Submitted in Partial Fulfillment

of the Requirements for the Degree of

Doctor of Philosophy

Clinical Psychology

Walden University

May 2018

Abstract

Law enforcement officers (LEOs) often bear witness to trauma in others, leaving them vulnerable to vicarious traumatization. Vicarious resilience can counterbalance the negative effects of trauma work and help individuals avoid vicarious traumatization. This study investigated the phenomenon of vicarious resilience in 10 LEOs. The research questions focused on how the LEOs experienced witnessing victims demonstrate resilience during adversity and how they themselves were impacted by that experience. A phenomenological methodology and semi-structured interviews were used to explore the participants' experiences. Constructivist self-development theory and vicarious resilience were the conceptual frameworks used to explain how LEOs experience vicarious trauma and vicarious resilience. Phenomenological analysis was used to organize the data and assist in the development of themes regarding the nature of the participants' lived experiences. Analysis of the LEOs interview transcriptions generated 19 themes; including LEOs feel encouraged from witnessing victims' determination to live in the face of death, LEOs are motivated to reevaluate their own adversities, LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma, and LEOs carry hope that future victims will be resilient. Overall, the findings indicated that LEOs experience positive experiences and personal growth from their work with resilient victims. Results of this study may be used in law enforcement training to stimulate positive social change that might improve the well-being of LEOs by providing awareness on how vicarious resilience can be used as a proactive measure in working with trauma victims.

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Dedication

I dedicate this dissertation to God because His grace abounds in my life, and His wisdom and guidance were constant throughout this doctoral process.

To my amazing husband Steve, your support and encouragement gave me inspiration every step of my doctoral journey. The strength, wisdom, and honest feedback from my wonderful sons, Craig and Christopher, gave me a balanced and insightful perspective. My beautiful daughters-in-law, Lucy and Danielle, inspired me to reach for my dreams and achieve my goals. My adorable grandchildren, Alessia, Zachary, Julianna, and my future grandchildren, gave me the desire to set an example of what hard work and determination can accomplish. I thank all of you for giving me your support and encouraging me to follow my dream. Thank you for your patience and understanding of the many hours that I had to spend on the laptop as I had worked toward completing my doctorate.

To my husband Steve, son Christopher, brother Richard, and Uncle Bruce, your dedication and passion as law enforcement officers are greatly admired. I appreciate your strength because you have never wavered to put your lives on the line to serve and protect the lives of the public.

To all law enforcement officers, thank you for your commitment to serve and protect your communities. My hope for you is that the findings of this study will encourage you and give you hope as you continue your work with the victims of trauma.

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Chapter 1: Introduction to the Study

Vicarious traumatization is a transformation in professionals' inner experience resulting from empathic engagement while helping trauma victims (Glidewell, 2000; Pearlman & Saakvitne, 1995b). Vicarious traumatization was first studied with psychotherapists who were helping their trauma clients. It is a cognitive change in the belief systems of those who are exposed to a victim's trauma within a negative context in regard to control, trust, intimacy, self-esteem, and safety (Pearlman & Saakvitne, 1995b).

The nature of the job of LEOs is to engage with victims while they are helping them, thus putting LEOs in the position of bearing witness to the trauma experienced by the victims. The problem is that bearing witness while helping the victims of trauma has negatively impacted some LEOs, resulting in the development of vicarious trauma symptoms. In a study that measured the symptoms of vicarious traumatization in LEOs, Van Lelyveld (2008) indicated that 83% of the LEOs experienced full symptoms of vicarious trauma, 14% had moderate symptoms, and 3% had no symptoms. Van Lelyveld explained that vicarious trauma results from exposure to victims dealing with incidents such as rape, child abuse, or the traumatic death of a child. Some LEOs become overprotective of their own families after witnessing the trauma of victims.

Critical incidents are sudden and powerful events that reside outside of ordinary human experience and can have a strong impact emotionally on LEOs (Clevenger, Miller, Moore, & Freeman, 2014). By the nature of their job, LEOs often are exposed to critical incidents (Bohl, 2013; Paton, & Violanti, 1996). Critical incident trauma in police work has been associated positively with suicidal ideation, and there is a need for prevention

programs (Violanti, 2004; Violanti, O'Hara, & Tate, 2011; Violanti, Andrew, Mnatsakanova, Hartley, Fekedulegn, & Burchfiel, 2016). To test this hypothesis, a sample of 115 officers from a northeastern United States police organization participated in the study. Results indicated that exposure to work-related events and trauma symptomatology significantly increased suicidal ideation and alcohol usage among the officers (Violanti, 2004). More details about these studies are discussed in the literature review.

Vicarious traumatization can have a profound effect on LEOs. They might experience such symptoms as negative changes in their beliefs about self and the world, resulting in questioning their sense of safety for themselves and their families (Sabin-Farrell & Turpin, 2003). Other symptoms can include intrusive thoughts, depression, anxiety, emotional numbing, anger, and physiological reactions (Ramsden, 2013; Van Lelyveld, 2008). Karlsson and Christianson (2003) said that some LEOs reported having memories of traumatic events that were visually vivid, tactile, and olfactory for more than 20 years afterwards.

Hunter (2012) explained how a phenomenon called vicarious resilience counterbalanced the negative effects of trauma work and the potential for vicarious traumatization in a qualitative study with eight family therapists who worked with families and couples. Results indicated that the family therapists developed vicarious resilience with an experience of compassion satisfaction that counterbalanced the negative effects of working with trauma. Hernández, Gangsei, & Engstrom (2007) proposed the concept of vicarious resilience after observing psychotherapists treat the

survivors of torture and political violence at a treatment center called Survivors of Torture, International, which developed a program to recognize and manage the vicarious trauma experienced by professional staff who had heard victims' stories of torture during treatment. During their observation, Hernández et al. discovered that the psychotherapists had been positively affected from their work with trauma survivors who had demonstrated resilience by overcoming adversity and called this phenomenon vicarious resilience. The concept of resilience demonstrated by the trauma survivors was their ingrained ability to cope with stress, trauma, and adversity in positive ways.

Hernández, Engstrom, & Gangsei (2010) presented a review of the literature on vicarious resilience and described how therapists working with trauma victims had experienced positive effects within themselves from witnessing trauma victims demonstrate resilience by overcoming adversity. The authors explained how this experience had changed the therapists' attitudes, behaviors, and emotions, in positive ways and had conceptualized this experience as manifesting vicarious resilience. Vicarious resilience had counteracted the fatiguing process of trauma work.

Edelkott, Engstrom, Hernández -Wolfe, and Gangsei (2016) explained that vicarious resilience is a dynamic process and conducted a qualitative study to further refine vicarious resilience with a focus on the therapists' perception of their clients' resilience and awareness of this impact. Results indicated that the positive effects of vicarious resilience had significantly influenced the therapists' lives and their work, benefiting both the therapists and their trauma clients. Edelkott et al. explained that vicarious resilience can be further refined and recommended that future studies on

vicarious resilience be conducted with more populations outside of the torture treatment field.

In the section of the chapter, I highlight the gap in the literature and explain how this study will help to close that gap. I explain the contributions that this study can make regarding proactive measures that can be taught during police academy training. I also describe my use of interpretative phenomenological analysis (IPA) to explore LEOs' personal experiences of witnessing victims demonstrate resilience in unique ways. I explain how the purpose of this study will tie into the conceptual framework, the research questions (RQs), and the nature of the qualitative approach. I then detail the significance of this study in contributing to positive social change for law enforcement.

Background of the Study

Bearing witness to victims' trauma can have a negative impact on first responders, exposing them to the possibility of developing secondary traumatic stress (STS) or vicarious traumatization (Figley, 1995b). STS results from knowing about traumatizing events that are experienced by individuals and wanting to help them. It can manifest as symptoms that include avoidance of any reminders of the trauma, intrusive imagery, hyperarousal, distressing emotions, and impaired functioning (Figley, 1995b).

Trauma might be one factor correlating with suicidal behaviors among LEOs (Paton, Violanti, Burke, & Gehrke, 2009). Specific stressors that LEOs experience might increase hopelessness, which is associated with suicidal ideations and suicide (Violanti et al., 2016). The literature review in chapter 2 provides more details about these studies and the data on trauma and suicidal behavior. It also details the problem of vicarious

trauma among the LEO population and describes how current programs such as critical incident debriefing (CID) and peer counseling can help LEOs to deal with the impact of trauma effectively. CID was designed to help LEOs discuss their experiences in small-group settings (McMains & Mullins, 2014). It is considered psychological first aid to assist LEOs in returning quickly to adaptive functioning. In my review of the literature, I did not locate any research on LEOs bearing witness while engaging with the victims of trauma who were demonstrating resilience during adversity, thus identifying a gap in the literature.

Vicarious resilience was a process of positive transformation in psychotherapists and teachers as the direct result of witnessing the ability of the trauma victims to cope in constructive ways during adversity (Hernández et al., 2007). The studies on vicarious resilience have been limited mostly to psychotherapists working with victims of violence and trauma or teachers working with children in the country of Columbia who had been exposed to violence. Vicarious resilience is a relatively newer concept, Edelkott et al. (2016) explained that it can be further refined, and conducted a qualitative study resulting in themes that had confirmed and expanded on the previous findings of vicarious resilience in psychotherapists.

I inquired into the ways that LEOs experienced bearing witness to victims demonstrating resilience in the face of adversity and how they responded to that experience. The results of the current study are important because there are similarities between LEOs and psychotherapists: Both have the potential to develop vicarious trauma while working with the victims of trauma and violence. They are professionals who are

responsible for helping victims through their traumatic experiences, and their approaches can result in implications for those whom they help.

LEOs and psychotherapists often are exposed to grief, loss, and death in their professional capacities. They witness the effects of violence on victims as they help them through the healing process, the LEOs apply procedural justice and the psychotherapists apply therapy. Dealing with the intensity of human suffering is a natural part of their jobs (Figley & Kiser, 2013; Gordon, 2016; McMains & Mullins, 2014). However, there are also differences between the work of psychotherapists and LEOs. The LEOs' experiences might be different from those of psychotherapists because the victims who the LEOs encounter, may experience a heightened sense of arousal immediately after the trauma has occurred.

I addressed the gap in the literature by conducting a phenomenological study to determine not only how LEOs experienced bearing witness to trauma victims who were demonstrating resilience during adversity but also how that experience impacted them. The results might contribute to positive social change in the law enforcement community by providing information on how vicarious resilience counterbalances the negative effects of working with trauma victims and potential for vicarious traumatization.

Problem Statement

LEOs often are exposed to traumatic incidents while helping trauma victims. Exposure to trauma might be a factor in precipitating suicide. Violanti, Castellano, O'Rourke, & Paton, (2006) reported that some LEOs who worked in proximity to Ground Zero at the World Trade Center (WTC) called the helpline for LEOs. The results

from the calls had indicated that suicidal ideation had increased 1.65 times post-9/11 more quickly when compared to pre-9/11 calls. Of the 62 calls regarding suicidal ideation, 43.5% were mild to moderate and 32.2% were urgent.

LEOs are routinely exposed to trauma victims. LEOs are known to be resilient and high-functioning individuals, but most LEOs were not prepared for the emotional reactions that they experienced while working with the families of the 9/11 victims. Piotrkowski and Telesco (2011) reported that within the first 2 days of the WTC attack, approximately 5,000 LEOs were on the scene and bearing witness to the tragedy of many victims. A team of 200 police officers was assigned to assist the families of the 9/11 victims, putting these officers at risk of developing posttraumatic stress (PTS) symptoms. These officers were not prepared for the task of distributing urns of ashes and reading messages of condolence on behalf of the mayor of New York City. They worked 12 to 15 hours a day. Their work with the victims' families lasted an extended time. Their long hours of work, in combination with their preoccupation about the suffering that these families were experiencing, made it difficult for them to apply self-care.

Piotrkowski and Telesco discussed how the terms STS and vicarious traumatization was used to explain the development of PTS symptoms among the first responders working with traumatized families. Six months after 9/11, the LEOs filled out self-report data that measured symptoms of PTS. Data were collected from 74 officers who assisted families who were missing loved ones during the 9/11 event. The results indicated that six months after the 9/11 event many of the officers had PTS symptoms with an indication of psychological distress that was considered extreme.

Purpose of the Study

The purpose of this qualitative phenomenological study was to address the gap in the literature by describing the meanings of the lived experiences of LEOs who witnessed victims demonstrating resilience during adversity and how the experience impacted them. I collected data from interviews with 10 LEOs from the Los Angeles County Sheriff's Department (LASD) Retired organization, located in the southwestern region of the United States. This study was limited to LEOs who had witnessed victims who demonstrated resilience during adversity and how they were impacted by that experience. A representative from the LASD Retired organization sent an email on my behalf to potential participants through their database of more than 3,600 LEOs who had worked for the LASD. My email described the study and provided a link to SurveyMonkey, with the option to fill out a prequalifying survey. Participants were selected through purposeful criterion sampling, meaning that I chose the first individuals who expressed an interest in participating in an interview and affirmed that they had witnessed victims display a unique capacity to overcome adversity and had been impacted by that experience.

Results provided valuable insight into the ways in which the selected LEOs made sense of the impact that exposure to trauma victims had on their lives and how they had witnessed trauma victims overcome adversity. A qualitative approach in interviewing the LEOs about their experiences also might have a positive impact on the attitudes of current LEOs in regard to trauma and resilience. LEOs are often influenced by their peers during the training process (Dunham & Alpert, 2015). The experiences of the LEOs in

this study are considered valuable and may influence how future LEOs apply awareness of vicarious resilience to their own work with trauma victims.

Research Paradigm

The IPA paradigm allowed me to explore the participants' personal experiences and their perceptions of those meanings. IPA is linked to hermeneutics, the researcher is focused on how the participants are describing the meanings of their experiences (Kafle, 2013; Sloan & Bowe, 2014; Smith, 2015) and the theory of interpretation, explaining what those meanings hold for the participants (Creswell, 2013). Using IPA helped me to understand the participants' points of view and gain insight into their experiences of working with trauma victims in law enforcement and how it impacted their lives. I focused on how the participants constructed meanings of their experiences, which resulted in a richer analysis. IPA connects with the social cognitive approach and cognitive psychology, yet it requires an in-depth qualitative analysis, making it an ideal match for the chosen conceptual framework and RQs. IPA not only focuses on the participants' meanings of their experiences but also their affective and cognitive reactions to them (Smith, 2011).

The phenomenon of interest was the ability of the selected LEOs to witness the trauma victims' resilience. Vicarious resilience gives LEOs in general, a direct connection to the victims' ability to demonstrate resilience and handle their emotions effectively. The LEOs gave detailed descriptions of how they were impacted by witnessing the victims demonstrate resilience.

Research Questions

The study was guided by two RQs:

RQ1: How do LEOs describe their experiences of witnessing victims who are demonstrating resilience in the face of adversity?

RQ2: How does the experience of witnessing the victims demonstrate resilience impact LEOs?

Conceptual Framework for the Study

The conceptual framework of the study was based on the constructivist self-development theory (CSDT) and the construct of vicarious resilience. According to CSDT, five areas within the self are affected by trauma: Frame of reference, self-capacities, ego resources, central psychological needs, and perceptual and memory systems (Saakvitne et al., 1998). CSDT considers individuals' strategies when responding to trauma as protective in nature based on the ability to regulate internal experiences psychologically (Pearlman & Saakvitne, 1995b). Individuals tend to create meanings from their experiences as they construct their own trauma narratives based on the beliefs and schemas that shape their perceptions (Saakvitne, Tennen, & Affleck, 1998).

According to Hernández-Wolfe, Killian, Engstrom, & Gangsei (2015) vicarious resilience emerges from observations, is constructed on grounded theory, and is explained through vicarious learning theory and resilience. Hernández-et al. (2007) described how the concept of vicarious resilience was formulated from a synthesis of research, clinical theory, and practice. The first theory was based on the vicarious impact that trauma survivors' stories had on the psychotherapists working with them. This theory

was analyzed through the concepts of STS, vicarious traumatization, compassion fatigue, and empathic stress. The second theory was based on the concept of resilience, or the ability of trauma survivors to access adaptive and coping mechanisms that enabled them to survive during adversity. The third theory was based on the concept of traumatic stress related to violence that is politically motivated usually common in countries experiencing war.

Nature of the Study

I conducted this qualitative phenomenological study to obtain a more in-depth understanding of the lived experiences of LEOs regarding the phenomenon of vicarious resilience. This phenomenological approach helped me to understand the perceptions of the participants and the ways in which they made sense of their social and personal worlds. The methodology involved interviewing LEOs about their experiences witnessing victims demonstrate resilience during adversity and how they were impacted by that experience. I conducted individual interviews to collect the data. NVivo v.11 is a qualitative software that analyzes data (Edwards-Jones, 2014; Bazeley & Jackson, 2013). IPA was used in conjunction with NVivo v.11 to analyze and triangulate the data (Biggerstaff, 2012).

Definitions

Critical incident debriefing (CID): CID is offered to LEOs in a group setting to give them the opportunity to discuss what they did and how they responded to critical incidents. This setting helps them to process the events and return to a preincident level of functioning (Alison & Crego, 2012).

Law enforcement critical incident: An overwhelming event that is beyond the officer's usual experience and control over the situation. It may cause the officer to experience a strong emotional reaction that may interfere with the ability to function during the event or afterwards (Moad, 2011).

Law enforcement officers (LEOs): LEOs are individuals employed by municipal, state, or federal law enforcement agencies and governments to enforce laws and statutes (Conser, Paynich, & Gingerich, 2013). The sample in the study comprised LEOs who had retired from the LASD.

Psychotherapist: This individual is an educated and licensed professional who treats individuals with mental disorders (Figley & Kiser, 2013).

Vicarious resilience: Professionals experience positive effects within themselves from their work with trauma victims who demonstrate resilience by overcoming adversity (Hernández et. al., 2010; Hernández-Wolfe et al., 2015; Edelkott et al., 2016). The concept of resilience in the trauma victims is their ingrained ability to cope with stress, trauma, and adversity in positive ways. Vicarious resilience is a natural process that helps professionals to reflect on the human capacity to heal and reframe their own problems (Hernández et. al., 2007; Engstrom et al., 2008).

Vicarious traumatization: This transformation of self in trauma responders or helpers as a result from an empathetic engagement with trauma victims that negatively changes the responders' or helpers' belief systems about the world in regard to trust, safety, and control (Glidewell, 2000; Pearlman & Saakvitne, 1995b).

Assumptions

Assumptions were necessary in the context of this qualitative study because to use this method of inquiry, I had to believe that reality is subjective. Multiple realities exist when researchers, participants, and the reading audience interpret the results based on their own perceptions. I assumed that the participants would respond honestly based on their own experiences. I also considered the perceptions of the participants as valid based on their understanding of their individual realities. I assumed that this research was context bound; however, I explicated the theories to provide an in-depth understanding of the phenomenon under investigation. According to the nature of this study, I assumed that the participants' realities were constructed by their interactions with their social worlds. I assumed that their subjective meanings were embedded in the participants' experiences and that those meanings could have been mediated through my own perceptions; however, understanding the phenomenon was from the participants' perspectives, not mine.

Scope and Delimitations

The research problem was addressed through a specific focus, limiting its coverage to the phenomenon of vicarious resilience based on the experiences of the participating LEOs only. The scope of this study focused on a sample of LEOs who had retired from the LASD and had witnessed trauma victims demonstrate resilience during adversity and the impact this experience had on their lives. The selected LEOs had experienced the phenomenon of vicarious resilience required to answer the 2 main RQs.

Limitations

Limitations identify potential weaknesses. One limitation of the study was the participation of LEOs only, all of whom had witnessed victims of trauma demonstrating resilience during critical incidents which qualified them to answer the RQs. Another limitation was the small sample size of 10 participants. Exclusionary criteria limited the study to LEOs from the LASD Retired organization who had reported witnessing victims of trauma demonstrate resilience and how that experienced had impacted them. Any identified themes that emerged from the data might not have been generalizable to other types of critical incidents in law enforcement, such as those critical incidents that did not involve victims of trauma. Potential biases included my own preconceived expectations about the outcome of the study. I addressed these potential biases through bracketing, triangulation, member checking, and journaling.

Significance

The significance of this research was that it would address a gap in the literature regarding experiences of LEOs who witnessed trauma victims demonstrate resilience. Professionals experience positive effects within themselves from their work with trauma victims who demonstrate resilience by overcoming adversity. Several themes of vicarious resilience include having the ability to reflect on trauma victims' capacity to heal, reframing one's own adversities, and regaining hope.

Law enforcement is a stressful and dangerous job that exposes LEOs to witnessing and handling critical incidents (Papazoglou & Manzella, 2013). The groups that might benefit from the results of this research include psychologists, law

enforcement agencies, LEOs, and their families. The study might serve as a resource for police educators in developing training for police academy recruits about the psychological aspects of chronic exposure to trauma victims and the ways in which the awareness of vicarious resilience can help them to handle vicarious exposure effectively. Training focused on the concept of vicarious resilience and its application when dealing with trauma victims could be offered at police academies and during CID.

Many police trainers are uniformed officers who usually have had long-term exposure to trauma victims (Digliani, 2015; Papazoglou, 2013). They might be able to use and benefit from the results of this study by learning how the application of vicarious resilience can counteract the cumulative effects of working with trauma victims in their own lives. Hernández et al. (2007) suggested that professionals can counterbalance the negative effects of working with trauma victims by reframing negative events through the application of vicarious resilience. This reframing can apply to LEOs who have cumulative exposure to years of helping trauma victims. The application of vicarious resilience can help them to deal with this ongoing negative exposure by giving them a perspective of hope toward their future work with victims.

LEOs are trained to handle the many tasks necessary to help trauma victims and address their needs, such as assessing medical needs, and gathering information about the perpetrators. Understanding and applying the concept of vicarious resilience can help LEOs to maintain a sense of balance by demonstrating control while remaining calm and being aware of the ways in which crimes or traumatic incidents have impacted the victims. LEOs can be mindful of the benefits of vicarious resilience when working with

victims, including having the ability to reflect on victims' capacity to heal, reminding themselves of the value of helping victims, regaining hope, and reassessing their own problems.

Tassie (2015) has highlighted the ways in which the professionals' application of vicarious resilience through reciprocity and self-containment can give trauma victims a sense of hope and healing. By applying vicarious resilience, LEOs can demonstrate unique strengths while working with the victims. For example, LEOs usually are the first responders to approach the victims, which gives them the unique opportunity to help the victims cope with the immediate aftermath of traumatic experiences and restore some control over their lives.

LEOs have the training and knowledge regarding the implications of violent acts on victims and are in a position to apply effective action immediately (Woods, 2010). This reciprocity can open opportunities to appreciate, attend to, and give meaning to the valuable work that LEOs engage in. Results of this study could stimulate positive social change that might improve the societal health and well-being of LEOs and their families, providing information on how vicarious resilience can be beneficial to LEOs by counterbalancing the negative impact of working with victims of trauma and the potential for vicarious traumatization.

Summary

Vicarious traumatization can be a problem for LEOs. The application of vicarious resilience has proven effective as a proactive measure to counterbalance traumatization in other populations, specifically psychotherapists and teachers (Acevedo & Hernández-

Wolfe, 2014; Hernández et al., 2007). There has been a lack of research on the experiences of LEOs who have witnessed victims of trauma demonstrate resilience in the face of adversity and how that experience has impacted them. This study addressed this gap in the literature.

Chapter 2 is the literature review, which provides a framework for this study. I discuss previous research regarding the problem of vicarious trauma and the reasons for this study. In Chapter 3, I explain the research design and rationale of the chosen methodology, my role as the researcher, and the recruitment and selection of the participants. I included the details about the data collection protocol and analysis. I also cover the ways in which I handled issues relevant to ethical treatment and trustworthiness.

In Chapter 4, I present the details about the population and sample size, research setting, data collection and analysis procedures, emergent themes, and results, as well as my observations and a summary. Included in Chapter 5 is an interpretation of the findings, a discussion of the limitations and recommendations for future research, and an explanation of the implications for social change.

Chapter 2: Literature Review

I conducted a study on vicarious resilience in the LEO population to address the problem of vicarious traumatization. Vicarious traumatization is a cognitive change in the belief systems of professionals within a negative context in regard to control, trust, intimacy, self-esteem, and safety on the professionals resulting from their bearing witness to the victims' trauma while engaging in empathy and a commitment to help them (Pearlman & Saakvitne, 1995b). The problem is that there has been a gap in the literature regarding LEOs bearing witness to victims demonstrating resilience and the impact of that experience on them.

In this literature review, I discuss research on vicarious resilience with populations of psychotherapists and teachers and how this concept is worthy of continued research in the professions that help victims of trauma and violence. Included in the chapter is a discussion of the similarities between teachers, psychotherapists, and LEOs regarding their work with trauma victims and why an inquiry into vicarious resilience in the LEO population is valuable.

Literature Search Strategy

I used Walden Library databases and Google Scholar search engines to find relevant literature. The literature was obtained from EBSCOhost, PsycINFO, PsycARTICLES, Academic Search Premier, Medline, ProQuest Psychology Journals, and SAGE Journals. Key search terms were *constructivist self-development*, *vicarious resilience*, *resilience*, *vicarious trauma and resilience in therapists*, *LEO exposure to trauma victims*, *LEO exposure to trauma*, *historical background of LEOs' vicarious*

trauma, case histories of LEOs' vicarious trauma, symptomatology of vicarious trauma, critical incidents, critical incidents debriefing, critical incidents stress debriefing, victims of trauma and violence, victim resilience, and police subculture.

Conceptual Framework

The conceptual framework of any study is the specific lens through which a researcher views the phenomenon under investigation. CSDT is a conceptual framework used to discuss professionals' psychological responses to victimization (McCann & Pearlman, 1990b; Pearlman & Saakvitne, 1995a). CSDT combines social cognition, self-psychology, and object relations theories as a framework to define how individuals have the natural capacity to regulate traumatic life experiences internally (McCann & Pearlman, 1992).

There are three self-capacities: Self-worth, affect tolerance, and inner connection to benevolent others. Early life experiences connected to secure attachments contribute to these three self-capacities (McCann & Pearlman, 1990a). The concept of attachment theory was described by Bowlby (2008) as the need of individuals to develop secure relationships with their primary caregivers, who are considered a safe base for emotional and social development.

CSDT looks at the interactions between individuals and situations by focusing on the awareness of the self in personal development (Pearlman & Saakvitne, 1995b). CSDT combines the nature of traumatic experiences in posttrauma adaptations and individuals' unique psychological development. People are active agents in constructing their own realities during adaptation to trauma. CSDT explains individuals' unique cognitive

beliefs, assumptions, and expectations of self and others, along with the ways in which they can develop irrational perceptions of the world in order to protect the self against traumatic experiences (McCann & Pearlman, 1990b).

Five areas of the self are affected by trauma: frame of reference, ego resources, self-capacities, central psychological needs, perceptual and memory systems (Saakvitne et al., 1998). McCann and Pearlman's (1990a) approach was based on the foundation that human beings construct their personal realities through interactions with their environments. Through this process, CSDT highlights the ways in which the self and the complex cognitive representations of self and others adapt to traumatic life events. Vicarious traumatization has been understood by researchers through the lens of CSDT (Helm, 2010).

According to the theoretical concept of attachment trauma, vicarious resilience evolves through a relational process (Tassie, 2015). Traumatization and difficulty with attachment can be the result of experiencing trauma (Bowlby, 2008; Perry, 2009; Tassie, 2015). Trauma from interpersonal violence can negatively impact the ability of individuals to develop and maintain relationships because of its interference with attachment. The therapeutic relationship can be healing for trauma victims who have difficulty with attachment. Through an understanding of attachment trauma, therapists can develop trusting relationships with traumatized individuals by using the four core elements of the therapeutic relationship: Respect, information, connection, and hope (RICH), in combination with the reliability, integrity, supportive connections, self-monitoring, and self-care of therapists (Pearlman & Courtois, 2005).

The conceptual framework of CSDT, the construct of vicarious resilience, and the integration of trauma and attachment theory aligned with the purpose of this study. According to Hernández-Wolfe et al. (2015), vicarious resilience emerges from observation, is constructed on grounded theory, and is expressed using vicarious learning theory and resilience. Trauma victims can survive during adversity by using coping strategies such as the ability to regulate internal experiences psychologically and these strategies can have positive impact on the professionals helping them. The vicarious resilience of the professionals who assist the victims of trauma can empower them by promoting their professional and personal growth and maintaining their ability to stay in the field (Quitangon & Evces, 2015). The concept of vicarious resilience can be taught to professionals, and its application in working with the victims of trauma can benefit professionals and victims alike (Berthold, 2014; Hernández et al., 2010).

Literature Review Related to the Key Concepts

Vicarious Traumatization

Vicarious traumatization results from the cumulative stress of bearing witness while helping trauma victims (Bloom, 2003). Based on a synthesis of the literature review, it became clear that the individuals in the helping professions are secondary witnesses to trauma as they assist the victims of such trauma (McCann & Pearlman, 1990a). As victims release their pain, the professionals assisting them share their pain, leaving the professionals vulnerable to developing vicarious traumatization (Abendroth and Figley, 2013). Pearlman and Mac Ian (1995) conducted a study on psychotherapists working with the victims of trauma and the ways in which they were

impacted by the painful experiences of their clients. Through repeated exposure to the clients' graphic descriptions of the traumatic experiences, some of the psychotherapists developed vicarious traumatization, defined as a cognitive change in the belief system resulting in a negative context.

Vicarious traumatization has gained recognition in the world of professional helpers as having a devastating impact on the professionals who help the victims of trauma (McCann & Pearlman, 1990a). Vicarious traumatization can have a negative transformation in the self of professional trauma helpers by causing a disruption in the helpers' perceived hope and meaning. This process was explained through a qualitative study of psychotherapists who worked with clients affected by trauma (Pearlman & Mac Ian, 1995). More studies in vicarious traumatization have included a wider range of helping professionals, including first responders (Argentero & Setti, 2011). Vicarious traumatization within the context of the police subculture has been identified because of the cumulative exposure while helping the victims of trauma, violence, and crime (Brown, 2013; Famili, Kirschner, & Gamez, 2014)

Vicarious traumatization in the LEO population. Argentero and Setti (2011) investigated the occurrence of vicarious traumatization symptoms in first responders. Participants identified three categories of vicarious symptoms: Intrusion, avoidance, and arousal. The most frequently experienced symptom regarding the category of intrusion was a pounding heart, 51.6% of the participants expressed they experienced intrusion occasionally, whenever they had thoughts about work. Feeling jumpy was most

commonly reported symptom in the category of arousal, 41.9% of the participants experienced arousal with feeling jumpy.

Vicarious traumatization has been known to manifest in LEOs, the symptoms include a significant negative effect on their cognitive belief systems by changing their beliefs about self and others (Colwell, Lyons, Bruce, Garner, & Miller, 2011). This change can affect interpersonal relations and sensory memory (Karlsson and Christianson, 2003; Warren, 2015). Helm (2010) concluded that some professionals who help the victims of trauma experience symptoms of vicarious trauma cognitively, which affects the way they perceive or trust others. Empathic ability is a term that means that a person has the ability to take notice of others' pain. Emotional contagion refers to experiencing the feelings of the victims, which explains why LEOs become upset when they bear witness to the victimization of children or when victims suffer injuries in automobile accidents or incidents of domestic violence (Figley, 1995a). LEOs are usually the first responders to witness victims' trauma (Woods, 2010).

The Secondary Traumatic Stress Scale (STSS) is used to measure three domains associated with secondary exposure to victims' trauma: intrusion, arousal, and avoidance. The STSS has high levels of internal consistency reliability and validity (Bride, Robinson, Yegidis, & Figley, 2004; Ting, Jacobson, Sanders, Bride, & Harrington, 2005). Perez, Jones, Englert, & Sachau (2010) conducted a study on secondary traumatic stress among 28 LEOs who investigated child pornography cases on the Internet. Higher levels of STS and cynicism have been positively correlated with greater exposure to traumatic material. Perez et al. (2010) identified a positive relationship between the amount of time

spent working with child exploitation and STS. Results suggested that a higher level of STS and burnout was related to a higher distrust of the general public and an increased protectiveness of family.

Violanti and Gehrke (2004) identified seeing child abuse as the most frequent incident (68%) increasing risk of traumatic stress in LEOs. LEOs who work with Internet crimes against children often are exposed to media that are very disturbing. The severity of STS is related not only to the increased amount of time working with trauma victims but also the intensity of the crimes. Investigative officers who handle child abuse cases and are exposed to traumatic information might develop STS as the result of observing the graphic nature of sexual violence against children. The Internet Crimes Against Children (ICAC) task force is comprised of LEOs who investigate child exploitation. These ICAC members interview abuse survivors, interact with offenders, and view child pornography. Bourke and Craun (2014) investigated STS in ICAC members; 600 responded to the survey. Results showed that the majority of the respondents had scores of STS in the mild range; 15.3% were in the severe range.

Karlsson and Christianson (2003) studied 162 LEOs who had experienced exposure to traumatic events in the line of duty directly or vicariously. The participants were asked to complete a 57-item questionnaire and describe the most distressing incidents. Some LEOs had experienced vicarious exposure to victims who had been injured or killed by car collisions or others who had been the victims of homicide, child abuse, or domestic violence. Other LEOs in the study mentioned having experienced vicarious exposure in response to airplane crashes, ferry catastrophes, fires, shootings, or

suicides. Results of the study indicated that some of these LEOs had reported having memories of traumatic events that were visually vivid, tactile, and olfactory for more than 20 years after their vicarious exposure.

LEOs often are exposed to direct trauma when they deal with violent incidents that might include the possibility of being attacked, wounded, or killed. LEOs also deal with exposure to vicarious trauma that is the result of violent acts being committed against other human beings. LEOs deal with sights, emotions, smells, and sounds associated with violence. They are required to handle the impact of pain caused by people, which is the vicarious stress that one feels as the result of another person going through trauma (Territo & Sewell, 2007; Violanti & Paton, 1999).

A review of the literature highlighted the fact that many LEOs face ongoing exposure to vicarious and direct trauma throughout their careers. Over the course of a 20-30-year career, LEOs are exposed to many traumatic events (Papazoglou and Manzella 2013; Rudofossi & Lund, 2017). Papazoglou (2013) explained how LEOs can develop vicarious trauma and PTSD, leading to a complex issue known as Police Complex Spiral Trauma (PCST). LEOs are exposed to helping the victims of violence, and over time, these experiences accumulate, leaving them vulnerable to future exposure that might trigger symptoms of unresolved trauma. LEOs who have lost job partners in the line of duty experience painful emotions such as PTSD that might compound the trauma as those officers are exposed to others who also have lost their partners or loved ones in the line of duty.

The cumulative stress of police work and exposure to traumatic critical incidents might result in a number of physical and psychological problems, including excessive drinking and suicidal ideation (Chae & Boyle, 2013). Exposure to child abuse, suicide, rape, and homicide, are traumatic critical incidents that LEOs encounter during their work with trauma victims (Violanti, Mnatsakanova, & Andrew, 2013). Trauma might be one factor in the suicidal behaviors of LEOs. Violanti (2004) investigated the processes leading to the suicidal behaviors in 115 LEOs. Results indicated that traumatic aspects of the job increased the levels of PTSD symptoms and alcohol use, therefore increasing suicidal ideation; the mean score on the Scale for Suicidal Ideation was 9.82 in this sample. According to Andersen, Papazoglou, Nyman, Koskelainen, and Gustafsberg (2015), LEOs often are exposed to critical incidents, so there is a need for training in mental preparedness to enhance their resilience.

More studies are needed on the causes of the suicidal behaviors of LEOs so that preventative measures can be taken. LEOs have access to firearms as part of their job description and a high percentage of firearms are involved in completed suicides (Violanti et al., 2011). Chae and Boyle (2013) reviewed research on the risk and protective factors associated with suicidal ideation in LEOs. Some of the risk factors included traumatic stress, shift work, critical incident trauma, alcohol use, and organizational stress; some protective factors included the application of preventative measures that decreased the negative impact of police stressors. Chae and Boyle explained that the results of some studies of suicide among LEOs have shown that approximately 80% to 90% of the suicides involved the use of the LEOs' service

revolvers. Chae and Boyle identified the need to develop policies to prevent and treat LEOs at risk for suicidal ideation.

Statistics from Violanti et al.'s (2016) study showed that the specific stressors that the LEOs in their study experienced increased not only the hopelessness associated with suicidal ideation but also the risk of suicide. Violanti et al. used an ANOVA to estimate the mean levels of hopelessness associated with stress among 378 LEOs. Results suggested that stressors specific to police work like not having organizational support were associated with the hopelessness of LEOs who had elevated levels of PTSD symptoms. Some examples of specific stressors inherent in police work that increased the risk for hopelessness included working with the victims of child abuse, homicide, rape, and suicide.

On September 11, 2001 (9/11), LEOs were among the first responders to arrive on the scene and witnessed people jumping from the burning WTC towers. The complexity of their duty-related traumatic exposure involved securing the area, searching the WTC towers, setting up makeshift morgues, and rescuing survivors (Bowler, Harris, Li, Gocheva, Stellman, Wilson, & Cone, 2012). The nature of their duties during 9/11 negatively affected the LEOs who witnessed the impact of the terrorist attacks on so many victims (Rudofossi & Lund, 2007). Vicarious exposure can leave LEOs with symptoms of flashbacks, anxiety, depression, anger, and feelings of helplessness or a loss of meaning in life (Papazoglou, 2013). An organization for New Jersey officers called Cop 2 Cop offers a helpline that serves more than 51,500 LEOs and their families. From the trauma of 9/11, the helpline staff reported that LEOs who worked in proximity to

Ground Zero experienced symptoms of hypervigilance and anger as they dealt with the trauma of the terrorist attacks. Among the callers, 20% reported stress related to critical incidents, 25% reported substance abuse, 65% reported alcohol abuse, 16% reported anxiety/panic, and 42% reported depression (Violanti et al., 2006).

The incidence of vicarious trauma and the need for proactive measures are relevant to the discipline of law enforcement, so it might be a beneficial option for LEOs to address the problem of vicarious traumatization. Because vicarious trauma has been identified as a problem in the field of law enforcement, a federal grant was issued for a national project called a Vicarious Trauma Toolkit (VTT), an ongoing study to address the problem of vicarious trauma in first responders (Northeastern University Institute on Urban Health Research and Practice, n.d.). The purpose of the VTT was to lessen the impact of vicarious trauma on LEOs.

The Trauma of Victimization

The trauma of victimization results in emotional, physical, and psychological reactions in the victims (Greenberg & Ruback, 2012). If the victims do not receive appropriate intervention and support, they might suffer from secondary injuries (National Center for Victims of Crime, 2012). LEOs are trained to know how to reduce the possible development of secondary injuries by using an approach that is nonblaming and demonstrating a nurturing attitude. This approach helps to restore the victims' self-respect and reduce self-blame (Elliott, Thomas, & Ogloff, 2012; Symonds, 1980).

LEOs who apply procedural justice have been successful in reducing the effects of trauma from crimes (Elliott et al., 2012). Elliott et al. (2012) conducted a study of 110

participants who were the victims of crime and found that the process of reporting to the police helped the victims to feel empowered, validated, and safer, and also gave them a sense of closure. Procedural justice has been defined as fair treatment by police and helps the victims of crime to recover from the negative effects of the victimization experience (Elliott et al., 2012; Hess et al., 2013).

Crime can have profound effects on the victims, leaving them to doubt the trustworthiness of people and the benevolence of the world (Greenberg & Ruback, 2012). Understanding these profound effects is highly important to the relationship between victims' interactions with the criminal justice system and their psychological well-being (Wasserman, & Ellis, 2007). By taking a therapeutic jurisprudence approach, the legal procedures and behaviors of LEOs might result in therapeutic outcomes for the victims of traumatic experiences (Elliott et al., 2012; Hess et al., 2013; Winick, 2009).

Applying therapeutic jurisprudence aligns with the elements of trauma and attachment theory, namely, respect, information, connection, and hope. LEOs can apply these elements when they use procedural justice to help the victims of trauma to give information, know that their stories are being heard, develop a connection to the LEOs, feel respected by the LEOs, and experience hope. Applying therapeutic jurisprudence is beneficial to victims, but exposure to victims' trauma can leave LEOs with the potential of experiencing vicarious traumatization. LEOs can counterbalance the negative effects of working with trauma victims and the potential for vicarious traumatization by applying an awareness of vicarious resilience while working with the victims of trauma.

Difference Between Vicarious Traumatization and Vicarious Resilience

Much has been written on the negative impact of vicarious traumatization on the many professionals who assist the victims of trauma and violence; however, vicarious resilience is gaining scientific ground as a proactive and positive measure to address vicarious traumatization (Nelson & Cyr, 2015). In contrast to vicarious traumatization, vicarious resilience is a positive transformation in the professionals who witness victims cope constructively during trauma and learn from that resilience (Hernández et al., 2007).

Vicarious Resilience

Hernández et al. (2007) developed the concept of vicarious resilience after observing psychotherapists treat the survivors of torture and political violence at a treatment center called Survivors of Torture, International, which was developed to recognize and manage the vicarious trauma experienced by professional staff who had heard victims' stories of torture during the course of their work. Hernández et al. noted that the psychotherapists who worked with the torture survivors, whom they described as heroes, made reference to the inspiration and strength that they developed from witnessing their clients' resiliency. Hernández et al. integrated the concepts of vicarious learning and resilience to construct the concept of vicarious resilience. Vicarious learning, which refers to changes in behavior as the result of observing a model, is based on social learning theory (SLT; Bandura, 1986; Monfardini, Gazzola, Boussaoud, Brovelli, Keyzers, C., & Wicker, 2013; Rosenthal & Zimmerman, 2014), which posits that people can learn by observing others.

Bandura's (1986) SLT has four stages involved in observational learning: attention, retention/memory, initiation/motor, and motivation. Bandura asserted that observational learning is the ability to retain and produce behaviors, including attention and motivation. According to Bandura, the characteristics of the model are considered important factors that facilitate vicarious learning and imitation. Vicarious learning explains why it is likely that professional helpers who are attending to victims demonstrating resilience can eventually imitate and reproduce that resilience (Bethards, 2014; Monfardini et al., 2013; Stegmann, Pilz, Siebeck, & Fischer, 2012).

Engstrom, Hernández, & Gangsei (2008) conducted a grounded theory study to explore how the participants were affected by the trauma survivors' resilience and further explore the concept of vicarious resilience. Results have shown that the participants were affected positively by the resilience of trauma survivors. The participants were able to apply the attributes of the victims' resilience to their lives and reframe their own difficulties. Vicarious resilience had counterbalanced the negative effects of trauma work. Edelkott et al., (2016) explained that vicarious resilience is a dynamic process that can be further refined and conducted a qualitative study with a focus on the therapists' perception and awareness of their clients' resilience. Results have indicated that the positive effects of vicarious resilience had significantly influenced the therapists' lives and their work, benefiting both the therapists and the trauma clients.

Vicarious resilience is considered an enduring protective factor for vicarious traumatization, Hernández et al. (2007) explained that vicarious resilience acknowledges that therapeutic work can be both fatiguing and healing for the professionals.

Professionals become more empowered and emotionally stronger as they learn from the resilience of the clients with whom they work. Hernandez et al. (2010) discussed how vicarious resilience can be used as a proactive measure by training professionals on ways to recognize and apply vicarious resilience during their work with the victims of trauma. These ways include the professionals being affected by the resilience of the victims in positive ways, experiencing alterations in their own perspectives, and valuing the work in helping the victims of trauma, reframing negative events (Engstrom et al., 2008; Hernández et al., 2007). Bearing witness to the ability of victims to demonstrate resilience during trauma plays an important role in the development of vicarious resilience.

Bearing witness plays a role in vicarious resilience. Bearing witness means being present physically, listening actively, and validating another person's experience while giving testimony to that experience (Anderson, 2016). Bearing witness is important to the process of vicarious resilience (Hernández et al., 2007, 2010; Monfardini et al., 2013). Part of bearing witness is paying attention to and creating awareness (Bloom & Reichert, 2014; Monfardini et al., 2013), thus setting the stage for vicarious learning (Bandura, 1986). Bandura (1986) asserted that learning by observing is the ability to retain and produce behaviors, including attention and motivation, that can increase the likelihood of vicarious learning and imitation.

Bearing witness is a personal experience in which individuals comprehend something directly and personally while in the present moment. Bearing witness is a way of being with and helping people; it also involves listening to and writing about the

experiences of the other individuals involved (Bloom & Reichert, 2014; Naef, 2006).

Bearing witness involves beholding, staying true to, and remembering what others have experienced from particular acts of violence. Responding to the plight of victims involves taking ethical actions. Bearing witness becomes testimony to the suffering of others and attending to the meanings of those experiences (Bloom & Reichert, 2014; Naef, 2006).

Bearing witness to victims' resilience impacts professionals in unique ways in which they experience optimism and hope (Silveira & Boyer, 2015). According to Weingarten (2004), professionals who work with victims of trauma and violence can take one of four witnessing positions: In the first position, they are aware of and understand the implications of the impact of violent acts on others while being able to apply effective action from a position of knowledge, awareness, and compassion. In the second position, they have power but lack awareness of the implications and meaning of acts of violence on the victims. In the third position, they have neither the power nor the awareness to take action. In the fourth position, they are aware of the meaning of the events, but they are unable to take action. Professionals in the fourth position are considered the most vulnerable to vicarious traumatization.

The psychotherapists in Hernández et al.'s (2007) study, were in the first witnessing position: They were able to experience awareness, compassion, and knowledge, and they were able to apply effective action. LEOs and teachers are other professionals who are in the first position of Weingarten's (2004) model of witnessing. Teachers have the ability to witness and help students who are the victims of trauma and abuse by empowering them through education and support (Acevedo & Hernández-

Wolfe, 2014). LEOs understand the implications of violence on victims, and they have the power to act and protect them.

Vicarious resilience in teachers. Acevedo and Hernández-Wolfe (2014) conducted a study on the vicarious resilience of 21 teachers in Colombia who worked with challenging, at-risk children who had been exposed to trauma. The teachers were in the position of witnessing and applying effective action, and they were empowered through witnessing their students' ability to overcome adversity like abuse, violence, and poverty. Relational and emotional connections were developed between the students and the teachers while the teachers listened to and stayed calm while the students shared their painful stories. These connections offered students and teachers the opportunity to develop a safe attachment. As a result of their demonstration of vicarious resilience, the teachers experienced positive changes in their lives: They became closer to their families, took better care of themselves, and experienced joy. The data analysis also identified several themes: reassessment of one's problems, affect regulation, changes in interpersonal relationships, increased relational skills, recognition how trauma impacts a victim, resonance with personal adversities, perspective taking and flexibility, affirmation of gender and racial identity diversity, compassion fatigue, and raising of awareness and advocacy.

The results of the study by Acevedo and Hernández-Wolfe (2014) identified differences between the vicarious resilience of teachers and that of psychotherapists. The teachers were in helping positions that went beyond any traditional expectations in their responses to students who had complex and varied needs. The emotional connection

developed between the teachers and students was considered flexible and fluid, and it helped teachers' interpersonal relationships with their students beyond the classroom. Another difference is that the therapists had learned how to incorporate spirituality as a valuable component of treatment, whereas the teachers in Colombia had used their religion to anchor their hopes for the students as well as strengthen their motivation and persistence. The difference also likely was a combination of such factors as history, culture, and professional training. It was recommended that further research be conducted to explore this concept of vicarious resilience in making professionals emotionally stronger.

Acevedo and Hernández-Wolfe's (2014) study on vicarious resilience in teachers highlighted the ways that reasonable hope helped the teachers to remain hopeful about their students' achievements. Reasonable hope is accessible during even the most hopeless situations (Hernández-Wolfe et al., 2015; Weingarten, 2010). Hernández-Wolfe et al. (2015) highlighted the ways that making sense of vicarious trauma and resilience coincide with the characteristics of reasonable hope, which include a shared hope that is dynamic; can be practiced; embraces the future with possibilities; applies goals that are flexible; and endures and adapts through doubts, despair and contradictions.

Benefits of vicarious resilience. The aforementioned studies of teachers and psychotherapists described the benefits of vicarious resilience in strengthening the motivation of the respective study participants while helping them to develop hopeful meanings that sustained them through the more challenging aspects of their jobs.

Acevedo and Hernández-Wolfe (2014) as well as Hernández et al. (2010) noted how addressing the negative impact of working with trauma victims through training or supervision helped the psychotherapists and teachers to develop an awareness of their own vulnerabilities, along with the importance of self-care and the establishment of support networks. The researchers described how the concept of vicarious resilience helped the psychotherapists and teachers to strengthen their own well-being by appreciating and incorporating learning from their clients' and students' ability to be resilient during adversity. According to Quitangon and Evces (2015), vicarious resilience can support the helping professionals' mental health, thus enabling them to provide ongoing quality services to trauma victims.

The review of the literature pointed out how the application of vicarious resilience has enabled professionals to remain aware of their own self-care and has enhanced their ability to deal with the fatiguing and challenging work of helping the victims of violence and trauma (Acevedo & Hernández-Wolfe, 2014; Hunter, 2012). Professionals do not need to have experienced trauma themselves to experience vicarious resilience (Tassie, 2015). Vicarious resilience can be manifested by professional helpers in improved skills to help them to cope and reframe the negative events of working with trauma victims (Acevedo & Hernández-Wolfe, 2014; Hernández et al., 2007). Vicarious resilience can occur when its benefits are applied to the professionals' own lives by reframing their own problems (Engstrom et al., 2008).

Trauma workers who have established social support systems have reported fewer symptoms of vicarious trauma than workers who have not (Nelson & Cyr, 2015).

Organizational factors such as the provision of training and encouragement of self-care plans can promote vicarious resilience; in addition, engaging in social support networks and self-care activities can be proactive measures against vicarious traumatization (Hernández et al., 2010).

Hernández et al. (2007) pointed out that two of the most common themes that emerged from the study with psychotherapists were (a) witnessing and reflecting on the survivor victims' capacity for healing, and (b) reassessing their own problems. The other themes that emerged involved incorporating spirituality, developing commitment and hope, developing a tolerance to frustration, setting professional boundaries, advocating against political violence, expressing healing frameworks, using community interventions, and developing professionally. According to Hernández et al., the therapists noted that their clients' resiliency had a positive impact on their behaviors, emotions, and attitudes by shaping their relationships, self-perceptions, and environment. They were able to identify ways in which their interactions connected with and strengthened their clients' resiliency through the helping process. They were empowered by and understood the meaning of their work on a deeper level, including having an increased understanding of the resiliency process, and they experienced more self-efficacy in their work. They learned about and understood vicarious resilience in relation to how their clients reacted effectively to the negative larger external forces in their environment. This awareness led them to observe their own competence and sense of efficacy while negotiating their own negative external forces. Gaining an awareness of

vicarious resilience might be beneficial to the LEO community. Currently, CID is offered to LEOs to help to alleviate the effects of exposure to traumatic and critical incidents.

Critical Incidents

Critical incidents are sudden and unplanned events that can have a strong emotional impact on LEOs, exposing them to direct or vicarious trauma. Some examples of critical incidents considered direct exposure to trauma are an LEO-involved shooting, an LEO being the victim of a felonious assault, or the death of a partner or peer. Some examples of critical incidents considered vicarious exposure to the trauma of victims include school shootings, child abuse, homicides, hostage situations, suicides, homicides, sexual or domestic violence, and robberies. LEOs are routinely exposed to critical incidents that make them witnesses to extreme suffering or loss of life; such incidents might even involve their risking their own lives in the line of duty (Violanti, & Paton, 1999).

While dealing with critical incidents, the LEOs' immediate responses are physiological as the body attempts to mobilize to deal with extreme stress and reestablish control. Psychological responses can include anger, shock, numbing, fear, denial, or a sense of unreality. Delayed reactions might occur several days or weeks after the critical incidents. CIDs are offered after exposure to critical incidents to help the LEOs to process what happened during the incidents (Bohl, 2013). CIDs are offered to LEOs to mitigate the effects of vicarious trauma, but they are not considered proactive because it is offered after exposure to trauma victims. Vicarious traumatization can result from

LEOs' exposure to the trauma victims associated with critical incidents (Argentero & Setti, 2011).

When working with trauma victims, helping professionals usually demonstrate the ability to sense the victims' experiences by keeping self-control over their own emotional responses (Hess et al., 2013). The term *emotional contagion* refers to an emotional convergence occurring between two people that might be processed consciously or unconsciously. The theory of emotional contagion explains that there is a transfer of emotions between individuals referred to as congruence, meaning that both individuals are experiencing the same mood (Hatfield, Rapson, & Le, 2011). 2011; Rempala, 2013). When professionals are helping trauma victims, emotional contagion is likely to occur on a level where vicarious empathy might be unconscious (Hatfield et al., 2011; Rempala, 2013). Emotional contagion is relevant to working with trauma victims, and lower self-awareness is a contributing factor to vicarious traumatization (Pearlman & Saakvitne, 1995b; Rempala, 2013; Sabin-Farrell & Turpin, 2003).

Stressors can lead to a lower self-awareness. Professionals who apply self-awareness and control to their own emotional responses will be less likely to develop vicarious traumatization (Badger, Royse, & Craig, 2008). Professionals can be successful when working with trauma victims by balancing the experience of feeling the victims' emotions with emotional distancing (Badger et al., 2008; Rempala, 2013). LEOs experience ongoing critical incidents with trauma victims, so applying self-awareness to their own emotional responses instead of blocking those responses is beneficial in helping them to avoid vicarious traumatization. Most LEOs have learned how to maintain

emotional boundaries that protect them from emotional contagion, but they still face challenges detaching themselves when they are helping the victims of trauma, especially when the victims are children (Famili et al., 2014). CIDs are one way to help LEOs to decompress after working with the victims of trauma.

Critical incident debriefing. Because LEOs are exposed regularly to traumatic events, they are offered CIDs to help to mitigate the impact of experiencing such events (Boudreaux & McCabe, 2014; Hess et al., 2013; Miller, 2006). CIDs are offered to LEOs usually 2 to 14 days after exposure to critical incidents. They allow the LEOs to discuss their experiences in small-group settings. Talking about their feelings and responses to critical incidents can help to reduce the duration and severity of the traumatic exposure (Burque, Baker, Van Hasselt, & Couwels, J. 2014). CIDs are applied quickly after exposure to traumatic events in an effort to bring the traumatized individuals back to levels of prefunctioning (McMains & Mullins, 2014).

CIDs are led by teams of trained mental health professionals and trained peer supporters. CIDs help to mitigate the distress of LEOs and provide them with effective stress management while teaching effective coping skills. The program was designed based on the understanding that critical incidents are traumatic events powerful enough to overwhelm the normal coping skills of LEOs events usually result in strong emotional responses from even the most trained professionals. These events can impact LEOs so that they become overwhelmed, agitated, frustrated, or vulnerable, and sometimes, their personal health and job performance can become impaired (Everly, Bohl, & Lating, 1999; Mitchell, Everly, & Rapoport, 2006).

The intervention tools used during CIDs include education on stress and preincident functioning, along with stress management techniques. The tools also inform LEOs that their reactions to critical incidents are normal responses to abnormal events (Territo & Sewell, 2007). Training LEOs to become peer supporters also has been incorporated into the crisis intervention strategies in law enforcement (Kitaeff, 2011). An organization called Concerns of Police Survivors (COPS) has teams of trained peer supporters who assist LEOs who are mourning the loss of other LEOs. This program is effective with LEOs who are reluctant to talk about their experiences with anyone outside of law enforcement (Sheehan, Everly, & Langlieb, 2006).

Through the past 30 years, crisis intervention programs have been refined (Mitchell et al., 2006). Stierlin (as cited in Mitchell & Everly, 2000) was considered among the first to inquire about crisis interventions while he was investigating the psychological effects of the 1906 European mining disaster on people. In 1943, a fire at the Coconut Grove nightclub in Boston, Massachusetts, claimed 492 lives; it resulted in the modern crisis intervention theory established by Lindermann, who later established the first crisis intervention center in the United States (as cited in Mitchell & Everly, 2000). In 1947, crisis interventions established the three principles of expectancy, immediacy, and proximity based on the work of Salmon, Kardiner, and Spiegel (as cited in Mitchell & Everly, 2000). In 1957, Schneidman and Faberow established a suicide prevention center in Los Angeles based on the crisis intervention theory and practice. Telephone hotlines and walk-in clinics used preventative crisis intervention plans during the 1960s and 1970s (as cited in Yeager & Roberts, 2015).

In 1974, Mitchell developed critical incident stress debriefing (CISD) for use with emergency first responders who were dealing with exposure to gruesome events that caused them distress (as cited in Mitchell & Everly, 1995). In 1993, Mitchell and Everly teamed up and wrote the original text on CISD that was used as the operations manual (as cited in Mitchell & Everly, 2000). CISD is applied quickly in an effort to bring traumatized individuals back to prefunctioning levels. The goals of CISD are to stabilize the professionals and help them to gather their support networks. The goals include problem solving, self-reliance, and an understanding of a crisis through talking (Mitchell et al., 2006).

Bohl (1991) conducted a study of LEOs who attended debriefing within 24 hours after responding to critical incidents. The LEOs demonstrated fewer anger responses, minimal depression and fewer stress symptoms than officers who did not attend debriefing. The study was conducted to measure the effectiveness of debriefing with LEOs involved in critical incidents. Forty participants were in the treatment group, and 31 participants were in the nontreatment group. The treatment group received group debriefing within 24 hours of the critical incidents. Three months later, all participants were given psychological inventories to measure anxiety, depression, anger, and stress. Results indicated no significant differences between the groups on the anxiety measure; however, the treatment group scored significantly lower than the nontreatment group on the measures for depression, stress, and anger.

Providing education to LEOs early in their careers on coping skills and resilience can prepare them for the stress of their jobs (Papazoglou & Andersen, 2014). The current

study might help to improve future training by teaching LEOs how to use vicarious resilience as a preventive measure that addresses the cumulative exposure of working with trauma victims.

CIDs are beneficial, despite happening after the critical incidents with trauma victims. A more proactive method to compensate for the development of vicarious trauma could and should be applied during critical incidents with trauma victims. There might be a way that would allow LEOs to apply preventative measures while they are working with victims during critical incidents. Gaining awareness through receiving training about the concept of vicarious resilience might be one way that LEOs can apply effective action during critical incidents that involve victims. Perhaps through training on vicarious resilience at police academies, that can help reduce the development of vicarious traumatization and build LEOs' psychological resilience. Teaching the police recruits while they are still attending police academy how to apply the concept of vicarious resilience can be beneficial in their future work with trauma victims.

Teaching the Concept of Vicarious Resilience

Hernández et al. (2010) had demonstrated how awareness of vicarious resilience can be taught to professionals working with trauma victims. Hernández was the training leader and assisted the supervisors and therapists with applying awareness to the ways that they were both negatively and positively affected by their work with trauma survivors. The training focused on strengthening hope and reciprocity, which had sustained the supervisors and therapists during their work with trauma victims and helped them to use it as a proactive measure to counteract the negative effects of trauma work.

This training framework highlighted how vicarious resilience brought hope and counterbalanced the fatiguing aspects of trauma work.

Engstrom et al. (2008) conducted a grounded theory study on the vicarious resilience of 11 mental health providers who had treated victims of torture. Engstrom et al. noted that the participants' perspectives on their own lives were altered as the result of discussing clients' resilience juxtaposed with vicarious trauma. The participants identified the ways in which they had been affected by bearing witness to the resiliency of their clients. Results indicated that the vicarious resilience of the participants was impacted in positive ways by the clients' ability to cope constructively during adversity, reaffirming the value of their work and resulting in changes in their perspectives about their own lives, the capacity of human beings to thrive, and their professional role as part of larger system that advocates and protects human rights. Based on their study, Engstrom et al. suggested that identifying and paying attention to vicarious resilience can enrich the positive emotional aspects of the mental health providers who work with the victims of torture and violence. Understanding the ways that vicarious trauma and vicarious resilience are juxtaposed can be a valuable tool for survival and empowerment in working with the victims of trauma.

Vicarious resilience is a dynamic process (Engstrom et al., 2008). Edelkott et al. (2016) recognized the dynamic process involved in vicarious resilience and conducted a qualitative study to further refine vicarious resilience. Twelve participants answered questions about their professional experiences with vicarious resilience and their knowledge of vicarious trauma. During the interviews, Edelkott et al. asked questions

about the participants' observations of their clients' resilience and how they were influenced by it. The participants mentioned that their outlooks on the world, spirituality, self-perceptions, self-care, therapeutic work, and ways of relating to their clients were influenced by witnessing their clients' resilience. The researchers noted that powerful words like "empowering," "inspiring," "humbling," and "nourishing" were repeated throughout the interviews. Four major themes emerged; changes in regard to having new outlooks on trauma work, including their connections with their clients; self-perceptions and how they viewed the world; self-care; and spirituality.

Results confirmed and expanded on the previous findings in Engstrom et al.'s (2008) study that vicarious resilience is a dynamic process. Edelkott et al. (2016) revealed that some therapists were not consciously aware of their clients' resilience or of its effect on them. Many of the therapists had either limited or no awareness of the amount of learning that they had obtained from their clients or the impact that it had on their work. Some of the more experienced therapists shared that they were more aware of the effect of their clients' resilience on them during their beginning years of work but that over time, it occurred on a subconscious level. Lacking awareness of vicarious resilience demonstrates that it is not a known concept, highlighting the need for it to be taught in training programs in order to heighten the professionals' awareness.

Trauma work can have positive or negative outcomes for professionals. Hernández et al. (2010) discussed the positive benefits of vicarious resilience and the related concepts of empathic stress, compassion fatigue, and vicarious traumatization, which are known to be negative outcomes of working with trauma victims. Hernández

trained professionals about these related concepts that helped them to gain an awareness of their own vulnerabilities. In a sample training exercise, four to eight therapists were taught how to address the ways that they were affected by their work with trauma survivors. Hernández was aware of the nature of stress in therapeutic work with trauma survivors but focused on the concept of developing meaning to strengthen reciprocity and hope. The therapists were asked about the ways that they were impacted by their clients' ability to cope with adversity. Some of the therapists noted that their perceptions had changed positively, some were impacted positively by their clients' spiritual beliefs, and some applied self-care in their own lives. The stories that the therapists shared about the impact of their clients overcoming adversity has the potential to highlight the collaborative nature of therapeutic work. It also can lead to recognizing how the nature of therapeutic work and the use of self-care can balance the difficulty of trauma work with hope and growth.

Acevedo and Hernández-Wolfe (2014) studied the ways in which 21 teachers who worked with children in Columbia were impacted by the children's resilience. The teachers described the ways that witnessing the students deal with adversity empowered and sustained them. Analysis of the data revealed that the teachers' vicarious resilience manifested as affect regulation, expansion of relational skills, resolution of their own adversities, more compassionate in their relationships, reassessments of their own problems, recognition how trauma impacts others, flexibility, observations from alternate points of view, recognition of diversity, compassion fatigue, advocacy, and awareness. Based on their study with the teachers, Acevedo and Hernández-Wolfe concluded that

paying attention to vicarious resilience can be valuable for teachers in their work with children who have been exposed to violence and abuse. The application of vicarious resilience can be beneficial to teachers in helping them to deal with challenging and/or traumatized children.

Hunter (2012) conducted a qualitative study with eight family and couple therapists to investigate their perceptions relevant to the therapeutic bond while working with traumatized clients. Developing a good therapeutic bond with clients is essential for successful therapeutic outcomes; however, there are risks and benefits involved in the therapeutic bond. A good therapeutic bond happens when clients feel understood by their therapists and are emotionally invested in their treatment because they feel respected, liked, and accepted. The risk of engaging in a therapeutic bond lies in therapists developing empathic engagement with traumatized clients and experiencing vicarious traumatization by witnessing their clients' reactions to trauma. Hunter found that the development of vicarious resilience and the experience of compassion satisfaction can counterbalance the negative impact of bearing witness to the clients' trauma and the potential for vicarious traumatization. Hernández-Wolfe et al. (2015) concluded that the trauma therapists were able to make sense of their exposure to vicarious trauma and vicarious resilience that coincided with the construct of reasonable hope.

Silveira and Boyer (2015) studied four participants who worked with children and youth who were the victims of abuse and interpersonal trauma. A thematic analysis was used to code the information gleaned from the interviews. Results showed that bearing witness to their clients' resilience gave the participants an optimistic outlook on life.

Silveira and Boyer suggested that the resilience of the young clients had reinforced the optimism and hopefulness already in the participants' lives. The participants had training that enabled them to be aware of their clients' strengths, which also influenced their ability to maintain hopefulness and optimism. Silveira and Boyer explained how maintaining a sense of optimism gave the professionals the ability to demonstrate more control in their behaviors and have more proactive attitudes when dealing with obstacles. The results also demonstrated the ways in which the participants allowed themselves to feel the pain of their clients' hopelessness and sadness, including the ability to feel a sense of pride in their clients' ability to overcome adversity and victories. Witnessing their clients' ability to overcome adversity influenced the participants to address their own challenges. The participants viewed their relationships as more valuable and noted that they had changed by being less judgmental and more respectful toward others. Silveira and Boyer suggested that teaching the concept of vicarious resilience can help professionals to reframe their thinking positively, including their work with traumatized victims. Vicarious resilience can be beneficial by providing a feedback loop in which professionals can contribute to an inspirational cycle benefiting both themselves and those they work with during the application of vicarious resilience.

Results supported Engstrom et al.'s (2008) findings in that the participants were impacted in a significant manner by their clients' resilience and ability to survive and build new lives. Vicarious resilience includes the elements of reflecting on the capacity to heal, regaining hope, reframing one's own problems, acknowledging a spiritual connection with healing, engaging in community healing, and making the public aware of

the impact of violence on the victims. Vicarious resilience is a natural process that helps professionals to reflect on the capacity of individuals to heal and then reframe their own problems (Acevedo & Hernández-Wolfe, 2014; Engstrom et al., 2008; Hernández et al., 2010).

Edelkott et al. (2016) explained that although some therapists might be unaware that they have experienced vicarious resilience, once they understand what vicarious resilience is, they can recognize the experience. Edelkott et al. suggested developing curriculum content for training programs that would help to increase or even initiate professionals' awareness of vicarious resilience and its benefits to their future trauma work. Tassie (2015) explained that therapists can experience vicarious resilience and apply it through self-awareness during their work with trauma victims. Tassie cited three case scenarios that explored vicarious resilience through attachment theory and trauma.

Trauma survivors have the potential to transform the behavior and attitudes of professionals in positive and unique ways. Such change is considered common and natural in trauma work (Engstrom et al., 2008; Hernández et al., 2010; Tassie, 2015). By applying vicarious resilience, professionals can demonstrate strengths while working with the victims of trauma that can give the victims a sense of hope and healing. As an example, Tassie (2015) used attachment trauma to demonstrate how trauma victims experienced further emotional growth through the guidance of therapists who applied vicarious resilience. Tassie explained that through training, therapists can learn how the application of vicarious resilience can benefit their work in such ways as enhancing

motivation, paying attention to self-care, and dealing effectively with the fatiguing nature of therapeutic work with trauma victims.

Attachment theory explains that therapists can apply vicarious resilience by using containment to help the victims of trauma develop secure attachment bonds with the therapists during the relational interactions that happen during therapy. Using containment in therapy means that therapists can offer their clients a safe environment and that they can handle the emotions and traumatic material expressed by clients while helping them to process the trauma. Attachment theory explains that through the therapeutic relationship, therapists can help their clients to process the trauma in ways that can increase their emotional growth and sense of security (Tassie, 2015).

Although vicarious resilience is applicable to the work of psychotherapists, Acevedo and Hernández-Wolfe (2014) explained that vicarious resilience also could be applied to teachers when helping traumatized students to focus on their education. They found that vicarious resilience can give teachers the ability to regulate their own emotions while listening to their students' traumatic experiences. Through vicarious resilience, the application of containment enables teachers to hold their students' emotional pain, develop compassion, and obtain a sense of hope when they see their students deal with adversity. Teachers' use of containment will demonstrate to students how to regulate their own emotions so that they can focus on their studies.

The application of vicarious resilience can be beneficial to the LEO community. LEOs can apply awareness to vicarious resilience, something that can be beneficial to them and the victims whom they serve and protect. LEOs can use self-containment,

which can be calming and therapeutic, to victims who have just experienced violence or trauma. Through the training that they receive, LEOs can provide a sense of safety to the victims of trauma. LEOs are in a position to help the victims of crime immediately after the events and can facilitate their participation in the criminal justice system. This initial response to the victims will create a lasting impression of the justice system and will determine whether the victims will access further services through the justice system. This initial response allows LEOs to help the victims to cope with the initial trauma and help them to regain a sense of security, including feeling that they can have control over their own lives. Vicarious resilience can benefit both LEOs and trauma victims.

Similarities of the Helping Professions

LEOs and psychotherapists are professionals who are responsible for helping victims through their traumatic experiences, and their approaches can result in implications for those whom they help. They often are exposed to grief, loss, and death in their professional capacities. They witness the effects of violence on victims as they help them through the healing process, the LEOs apply procedural justice and the psychotherapists apply therapy. Dealing with the intensity of human suffering is a natural part of their jobs (Figley and Kiser, 2013; Gordon, 2016). However, there are also differences between the work of psychotherapists and LEOs. The LEOs' experiences might be different from those of psychotherapists because the victims who the LEOs encounter, may experience a heightened sense of arousal immediately after the trauma has occurred. Applying awareness of vicarious resilience can benefit both the professionals and the victims.

Resilience

Resilience refers to the ability of individuals to adapt positively to significant adversity, regardless of the major assaults on the person's development process (Luthar, Cicchetti, & Becker, 2000; Walsh, 2015). Resilience is the ways in which certain individuals can demonstrate their ability to cope with and thrive during and after traumatic events (Herrman et al., 2011; Rutter, Thapar, Pine, Leckman, Scott, Snowling, & Taylor, 2105). Resilience includes the physical and mental characteristics that support stable mental health during adverse circumstances. Some factors associated with resilience are emotion regulation, positive emotions, hardiness, hope, optimism, adaptability, and resourcefulness (Herrman et al., 2011; Kent, Davis, & Reich, 2013; Rutter et al., 2015). Resilience is the ability to balance negative emotions with positive emotions. Over time, individuals develop coping techniques to assist them in navigating through crises (American Psychological Association [APA], 2014; Kent et al., 2013).

The development of resilience involves thoughts, actions, and behaviors, and can be developed in any person. Several combined factors contribute to resilience; one factor is supportive and caring relationships. These relationships provide individuals with trust, love, encouragement, and reassurance that help to build resilience. The factors associated with resilience include the ability to make plans that are realistic and actively carry those plans out, confidence in personal abilities and strengths with a positive view of self, possession of problem-solving and effective communication skills, and the ability to manage impulses and strong feelings (APA, 2014; Goldstein & Brooks, 2012; Kent et al.,

2013). Cultural differences can impact how they communicate feelings or dealing with adversity (Kent et al., 2013).

Building resilience requires application of a series of steps. Having good relationships with family and friends who care and listen strengthens resilience. The opportunity to assist others when they need help also can strengthen resilience. The ability to deal with difficult situations by using positive responses is helpful (Kent et al., 2013). Understanding and acceptance of adverse situations can help individuals to focus on situations that can be changed. Focusing on goals that are achievable and moving toward those goals are helpful. Tackling problems and stressors with decisive actions can help when dealing with adverse situations (APA, 2014; Goldstein & Brooks, 2012; Kent et al., 2013). Bearing witness to the victims of trauma who are demonstrating resilience is an important part of LEOs' own experience of vicarious resilience.

Victims' Demonstration of Resilience

Some victims of trauma have the ability to adapt and recover from their experiences (Kent et al., 2013). An example of people demonstrating resilience is what the survivors of 9/11 did to rebuild their lives (Froehlich, 2012; Richardson, 2015). Even though individuals might be demonstrating resilience, they can still be experiencing distress or difficulty. Emotionally, people who have experienced trauma in their lives feel sadness and pain. Developing resilience is an individual effort, and everyone reacts differently to the same stressful life events or traumas. People will use their own strategies, but what works for one person might not work for another person (American Psychological Association [APA], 2014).

The nature of their work exposes LEOs to the victims of crime, trauma, and violence (Territo & Sewell, 2007). Victims respond in different ways (Greenberg & Ruback, 2012). There are examples that LEOs can give from witnessing victims who manifest a wide range of resilient behaviors. For example, victims might exhibit an unusual calmness and be able to process the trauma in a rational context, or they might be able to remember details and be in full control of their emotions. Others might replace the normal feeling of pain and emotions with a rational response of wanting to see justice. In order to regain a sense of control in their lives, they will assist LEOs to obtain justice (Blagden, 2012). Their resilience gives them the strength to cope during traumatic events (Bonanno, Westphal, & Mancini, 2011). Their ability to regulate their emotions in the midst of a traumatic incident gives them the ability to think and cope successfully (Troy & Mauss, 2011).

Based on their training, LEOs understand the different responses that victims might have. Some victims have the ability to demonstrate strength and help others, whereas others will cope in negative ways (Blagden, 2012). An example is in the event of a death notification: When LEOs have gone to the families' home to give notice, they have witnessed the victims open the door and faint upon seeing the officers. Upon the death of a close relative, some people will have a strong reaction (Bonanno et al., 2011; Troy & Mauss, 2011).

Law Enforcement Agencies

In the United States, approximately 18,000 law enforcement agencies comprising local police, state police, sheriffs' departments, and special police and federal agencies

exist (Walker & Katz, 2012). LEOs are an important part of the U.S. government because they have the authority to enforce the laws that protect and serve all citizens. LEOs have many different titles that are based on the regions that they serve; however, regardless of title, they all perform the same functions.

In the Greater Los Angeles area, policing agencies are divided between the county sheriff's department and those serving individual cities. The Los Angeles Police Department (LAPD) provides services to citizens in Los Angeles, and the LASD provides services to people living in the unincorporated areas of Los Angeles County as well as contract cities. The California Highway Patrol (CHP) provides services, particularly traffic enforcement on state highways, throughout California. In 2013, the LASD was listed as the largest sheriff's department in the United States, with a total of 16,958 employees, including 9,266 sworn deputies (as cited in U.S. Department of Justice, 2016). The participants in my qualitative study had worked for LASD.

From their first day at the police academy, recruits are immersed into the police culture. LEOs must establish a sense of loyalty and bravery within their culture because they routinely face critical incidents that expose them to violent crime and trauma (Andersen & Papazoglou, 2014). LEOs are exposed to helping victims throughout their careers, and this exposure has the potential to impact LEOs negatively and positively.

Historically, LEOs in the Greater Los Angeles Area have been exposed to events that have impacted countless victims. In 1992, a civil disturbance lasting more than 6 days occurred in Los Angeles County that called for responses from the LASD, LAPD and CHP. The riot results in the deaths of 53 people and injuries to 2,300 others (Crogan,

2012; Hanson, Kilpatrick, Freedy, & Saunders, 1995). In 2001, the NYPD had more than 25,000 LEOs working at Ground Zero, the Staten Island landfill, and the local morgues. The LEOs had to deal with grieving families of victims and listen to stories of suffering that exposed them to the possible development of vicarious traumatization (Piotrkowski & Telesco, 2011).

Data were collected from the LEOs who worked at the WTC during 9/11.

Dowling, Moynihan, Genet, and Lewis (2014) reported that many of these LEOs were experiencing stress-related symptoms by the end of 2003. They also found that many of these trauma symptoms led to functional impairments, impacting the LEOs emotionally and physically. The nature of this study was to determine whether any LEOs in the Greater Los Angeles have been impacted by witnessing victims demonstrating resilience. Results of this study had demonstrated how the resilience of trauma victims had left a lasting and positive impression on the LEOs in the form of vicarious resilience, a proactive measure known to counterbalance the negative effects of working with trauma victims and the potential for developing vicarious trauma.

Summary

The review of the literature provided historical background information about the problem of vicarious traumatization in the LEO population and explored relevant literature on why training in vicarious resilience is needed. It defined vicarious resilience through the writings of key theorists. Research has provided evidence showing how the application of vicarious resilience can be used as a proactive measure to counterbalance

the potential for vicarious traumatization. Focusing attention on vicarious resilience can strengthen the work of professionals who work with trauma victims

According to Warren (2015) vicarious traumatization has been recognized in the subculture of LEOs. LEOs are exposed to different traumatic stressors when they respond to critical incidents defined as sudden and unplanned events that can have a strong emotional impact on LEOs. CSDDT has been used to explain vicarious traumatization and the ways in which it can affect individuals' cognitive beliefs, assumptions, and expectations of self and others, along with the ways in which they can develop irrational perceptions of the world to protect the self against traumatic experiences.

The conceptual framework of CSDDT, vicarious resilience, and the integration of trauma and attachment theory aligned with the purpose of this study. The literature review had detailed how the vicarious resilience of the professionals who assist the victims of trauma can empower them by promoting their professional and personal growth and helping them to maintain their ability to stay in the field. Through attachment theory, LEOs can apply vicarious resilience by using self-containment while working with victims that can give them a sense of hope and healing. According to Pearlman and Courtois (2005), the elements of trauma and attachment theory are respect, information, connection, and hope. LEOs can apply these elements while using procedural justice to help the victims of trauma and give them hope.

Bearing witness is a way of being with and helping people. As mentioned earlier, professionals who work with victims of trauma and violence can take one of four witnessing positions (Weingarten, 2004). LEOs are in the first position of Weingarten's

model of witnessing. They understand the implications of violent acts for the victims, and they are in a position of power to apply effective action. The clinical implications of studies of vicarious resilience can enrich the work of professionals when working with victims through the elements of survival and empowerment, both of which can strengthen professionals by making them less susceptible to vicarious traumatization, fatigue, and burnout, and more aware of the ability of victims to heal.

Edelkott et al. (2016) noted that lacking awareness of vicarious resilience highlights the fact that it is an unknown concept and the need for it to be taught in training programs. Developing a curriculum that would increase professionals' awareness of vicarious resilience would be beneficial to them in offsetting the impact of their work with all victims of trauma. Applying vicarious resilience to counterbalance the negative effects of trauma work and the potential development of vicarious traumatization while working with the victims of trauma can be beneficial to the psychological health of LEOs. Teaching LEOs to become aware of vicarious resilience by applying self-care might help to reduce the potential development of vicarious traumatization.

In Chapter 3, I explain how I researched the gap in the literature through phenomenology, specifically IPA. Phenomenology was the chosen method because its key characteristics include describing the participants' experiences of a phenomenon, gaining insight into the participants' lives by conducting in-depth interviews, and searching for the essences of the participants' experiences.

Chapter 3: Research Method

The purpose of this qualitative study was to investigate the phenomenon of vicarious resilience in LEOs. The specific contribution of this study to the literature is to provide knowledge on the ways in which LEOs witness victims' demonstration of resilience in the face of adversity. I conducted a qualitative study following a phenomenological approach, whose key characteristics include describing and gaining insight into the participants' lived experiences of the phenomenon. By interviewing the participants, I was able to focus on significant statements in their responses that had particular meaning to the participants. I had focused on understanding the phenomenon from a context-specific perspective. According to Creswell (2013), reality is socially constructed by individuals as they develop meaning based on their own personal experiences.

In this chapter, I describe my role as the researcher, and explain how I recruited my sample from the target population. I discuss the data collection and analysis protocols using interviews and NVivo software, respectively. I explain the ethical procedures and issues of trustworthiness, and I conclude the chapter with a summary.

Research Design and Rationale

The research design of any study acts as a guide in presenting details and answering the RQs. This study was guided by two RQs:

RQ1: How do LEOs describe their experiences of witnessing victims who are demonstrating resilience in the face of adversity?

RQ2: How does the experience of witnessing the victims demonstrate resilience impact LEOs?

A qualitative paradigm focused on the participants' experiences with a social or human problem based on the views of the informants (Creswell, 2013). Qualitative research can follow one of five main approaches: Narrative, phenomenology, grounded theory, ethnography, and case study. I chose phenomenology because the goal of this approach was to describe the participants' experiences based on their perceptions and understanding of the phenomenon. In a phenomenological study, a small number of participants are interviewed and observed by the researcher to identify patterns and meanings in the emerging themes (Creswell, 2013).

The research design helped me to answer the RQs. I chose a phenomenological approach to know more about the ways in which this target population of LEOs experienced the phenomenon. I found no previous studies regarding LEOs' experience with vicarious resilience, so conducting a phenomenological study helped me to answer the RQs. I used IPA to examine the participants' lived experiences regarding witnessing victims' demonstration of resilience during adversity and how that experience impacted their lives. IPA focuses on personal meanings of the phenomenon and how the participants make sense of those meanings. IPA was designed to facilitate the participants' lived experiences to be described in their own terms (Smith, 2011, 2015). Heidegger (1962) believed that inquiry is considered an interpretative process. IPA explores the participants' perspectives and details their experiences before moving to more general claims about the phenomenon. Husserl (1970) asserted that researchers go

back to the lived experiences themselves, not just to the philosophical accounts of them. Husserl saw phenomenological research as attentively reflecting the meaning of everyday lived experiences; IPA examines subjective experiences. Those subjective experiences have significance to the participants and the ways in which they make sense of them (Smith, 2011, 2015). Using a phenomenological approach yielded in-depth descriptions of the LEOs' experiences and perceptions.

I asked open-ended and close-ended questions during the semistructured interviews in the same way to each participant to avoid any possible bias. This process helped me to find commonalities in the participants' experiences and perceptions of the phenomenon. These commonalities were formulated into themes using NVivo.

I chose to use a phenomenological approach after reviewing previous studies on vicarious resilience on psychotherapists and teachers that used the same approach. Phenomenology, which was used by the researchers who conducted the original studies on vicarious resilience in psychotherapists, resulted in the identification of several themes: Having the ability to witness and reflect on the capacity of victims to be resilient during adversity, becoming transformed positively, reassessing the dimensions of one's own problems, having a deeper understanding of the role of spirituality in healing, believing that it is possible to recover from serious challenges, being better able to tolerate frustration, developing a sense of hope and renewed commitment to the work, advocating against violence, and sustaining the psychotherapists' ability to work with victims of violence, trauma, and crime (Hernández et al., 2010).

In qualitative research, credibility is similar to internal validity in quantitative research. Credibility establishes that the results are believable because they allow researchers to recognize, interpret, and understand the experiences of the participants. To establish credibility, I used member checking and reviewed the transcribed responses to the interview questions to identify similarities. The ability to transfer these findings from one target population to another is known as transferability, which is equivalent to the external validity in quantitative research. Dependability in qualitative research is related to reliability in quantitative terms because it occurs when another researcher can follow the audit trail prepared by the original researcher. Confirmability is considered similar to objectivity in quantitative research, it occurs when conclusions are grounded in data obtained through inquiry, not through researcher bias. Qualitative researchers use reflexivity, which is similar to the construct validity used in quantitative research. Construct validity measures what is claimed, and reflexivity is when the researchers use a reflective and self-critical attitude about how their own preconceptions can influence the outcomes on the research (Thomas & Magilvy, 2011).

Role of the Researcher

My role as the researcher while using the IPA method was that of active learner and observer. Hermeneutics is the theory of interpretation. A double hermeneutic approach in IPA research refers to the researcher's use of empathy while questioning the participants to understand the meanings of their experiences. I used a double hermeneutics approach to determine the ways in which the participants made sense of their experiences. One potential bias was that I might have preconceived expectations of

the outcomes and the participants' responses. Member checking helped me to address these potential biases.

I used the personal experiences of the participants to develop themes. I started the data analysis using IPA and NVivo v.11 by focusing on the lived experiences of the participants while reflecting on the essential themes that constitute the nature of the participants' lived experiences. I used NVivo v.11 in conjunction with IPA to triangulate the data. Bracketing my own experiences and biases helped me to take a fresh perspective of the phenomenon under study. Then I analyzed the data by reducing the information and combining significant statements into thematic categories.

Methodology

A phenomenological qualitative method was chosen based on the problem, purpose, and RQs in the study. The purpose of this qualitative study was to investigate the phenomenon of vicarious resilience in LEOs. The specific contribution of this study to the literature is to understand the experiences and knowledge of the ways in which LEOs witness victims' demonstration of resilience in the face of adversity. Using an IPA approach promoted a deep understanding of a particular social event through the participants' point of view. I investigated the meaning of the lived experiences of the LEO population to inquire about the phenomenon of vicarious resilience, how the participants responded to a social experience, and what they had in common.

IPA seeks to understand people's relationship to the world as interpretative and their attempts to make meaning of their experiences (Pietkiewicz & Smith, 2014; Sloan & Bowe, 2014). I used an IPA approach to examine closely how the participants perceived

their experiences. IPA is influenced by three areas on the philosophy of knowledge, namely, phenomenology, hermeneutics, and ideography (Smith, 2015). Edmund Husserl focused on individuals' experiences and perceptions.

The first major influence is phenomenology, it finds the embedded meaning in the experience and reveals it through interpretation. The second major influence on IPA is hermeneutics, the theory of interpretation. Heidegger was a hermeneutic phenomenologist who believed that appearance has two qualities, namely, visible meanings and concealed meanings. Phenomenology focuses on examining something that might be latent and will emerge into the light. Based on this understanding, IPA is considered interpretive and phenomenological. The third major influence on IPA is idiographic, that is, it examines the participants' experiences in detail and the ways in which the participants make sense of what has happened. The idiographic approach uses purposively selected samples to examine single cases in detail in order to make more general claims about the phenomenon after each case has been fully brought to light.

Participants

The participants were recruited from a target population of LEOs who had retired from the LASD. In 2013, the LASD had a total of 16,958 employees, including 9,266 sworn deputies working within 23 stations in California (U.S. Department of Justice, 2016). The LASD is considered the largest sheriff's department in the United States. LASD deputies serve more than three million residents within 42 contract cities in Los Angeles (LASD Website, n.d.). The chosen participants had experience working with

victims who demonstrated resilience and expressed how that experience impacted their lives.

Instrumentation

I developed the interview based on previous studies of vicarious resilience and I formulated the survey questions using the language of law enforcement. The content validity of the survey was established based on these facets of this social construct of vicarious resilience. The participants in the original studies experienced positive effects within themselves from their work with trauma victims who had overcome adversity within their own lives (Hernández et. al., 2010; Hernández-Wolfe et al., 2015; Edelkott et al., 2016). Participants in the studies described how witnessing victims overcome adversity impacted or changed their own emotions, attitudes, and behaviors in ways that were conceptualized as a manifestation of vicarious resilience (Engstrom et al., 2008; Hernández et al., 2007, 2010).

A representative with the LASD Retired Organization sent an invitation e-mail on my behalf with a link to prequalifying survey to SurveyMonkey (see Appendix A). I selected the first 10 participants who responded based on their responses on the prequalifying survey. I collected the data by asking open-ended and close-ended questions during the semistructured interviews. The LEO participants selected venues convenient to them for the interviews. They chose venues that included private meeting and business rooms, as well as quiet and secluded patios in public and private locations. Each interview lasted 45 to 60 minutes. The interview process was guided by the two RQs and allowed the LEOs to express their views in their own words. My descriptive

field notes captured demographic information during the individual interviews. I audio recorded the responses to the interview questions using a digital recorder, a microphone, and the software program Dragon Professional. I also used Dragon Professional to assist with the interview transcriptions.

I assigned numeric identifiers to the interviews, notes, and transcriptions to protect the participants' identities and the confidentiality of their responses. The transcriptions were reviewed and approved by the participants. I prepared field notes to document personal insights and reflections. I used IPA and NVivo v.11 to analyze and manage the data.

Procedures for Recruitment, Participation, and Data Collection

Participants in phenomenological research must have lived the phenomenon (Creswell, 2013). The criteria for selecting the participants were based on their responses to the prequalifying survey by affirming that they had witnessed victims display a unique capacity to overcome adversity and had been impacted by that experience. Once the proposed prequalifying survey and RQs were approved by Walden University's Institutional Review Board (IRB approval #05-12-17-0159079), I used a purposeful criterion sampling to recruit participants who qualified for the study. This purposeful sampling facilitated the selection of participants who were qualified to answer the RQs. A recruitment e-mail with a link to a prequalifying survey was sent on my behalf by a designated representative of the LASD Retired Organization to more than 3,600 LEOs who had worked for the LASD. The e-mail contained information about the study and a link to SurveyMonkey to complete the prequalifying survey to determine eligibility. The

survey had a space for them to provide their contact information. The selected sample comprised of 10 participants selected from those who completed the prequalifying survey and met the criteria. I contacted them to arrange the interviews. I also gave them my contact e-mail information, details about the study and the interview process, and the consent form, which included their rights and my assurances of confidentiality. Before any interviews were conducted, the participants had to read and sign the informed consent.

Data Analysis Plan

In a phenomenological study, a thematic system of data analysis is used to describe the experiences of the participants. I interviewed 10 participants to obtain in-depth meanings of their experiences and offer meaningful insight into the phenomenon. For data consistency, I asked the participants the interview questions (see Appendix B) following the same protocol. I stored the transcriptions of the interview responses and my field notes in a Word document and all electronic files on my password-protected computer hard drive and a flash drive. I used a locked briefcase to secure the information and equipment during travel. At home, the study data were stored in my office in a locked cabinet.

All participant information remained confidential throughout the entire research process. All participants were assigned numeric identifiers, and all consent forms, field notes, contact information, and audio memory card used during the interviews will remain securely locked for 5 years, after which time they will be destroyed (Creswell, 2013).

I used IPA and NVivo v.11 to analyze and manage the data. Analyzing the data using IPA helped me to understand the participants' perceptions, moving from specific to general meanings. I used NVivo v.11 to arrange the data into subfolders that I labeled to ensure that the data could be identified, sorted, arranged, and clarified to assist with the development of themes. Development of a framework of the emerging themes had highlighted the relationships between and among them (Smith, 2011, 2015). The participants will be given a summary of the study after the dissertation receives final approval.

Evidence of Trustworthiness

Transferability

Trustworthiness in relation to transferability means that the findings will allow future researchers to duplicate this study. I provided a rich and detailed description of the participants' characteristics so that other researchers can transfer the findings of this study when they use similar participants in the same context.

Dependability

Trustworthiness in relation to dependability refers to replication of the findings using the same context and same type of participants. The results are reported in detail so that future researchers can repeat this qualitative inquiry and expect similar results. Audit trails were made through careful documentation of all components of the study, including a calendar with interview dates, transcriptions of responses to the interview questions. My field notes included my observations about the participants' body language and tone of voice while they were discussing their experiences.

Confirmability

Trustworthiness in relation to confirmability refers to the conclusion being grounded in data through inquiry, not through researcher bias. The results are supported by the data collected during the interviews. An audit trail was created to confirm the findings. I used member checking and triangulation to avoid researcher bias.

Credibility

Trustworthiness in relation to credibility refers to the researcher's accurate interpretations of the participants' perceptions. I used triangulation, extended engagement with the participants during the interviews. I also used member checking, and rich descriptions of the interview transcriptions to analyze the data.

Ethical Procedures

Researchers are expected to remain ethical and maintain the highest standards while conducting studies with human subjects. Participant recruitment and data collection occurred only after I received approval from the IRB to conduct the study. The representative from the LASD Retired Organization sent an e-mail on my behalf.

For confidentiality reasons, all data are stored in a safe place. I informed the participants that participation in the interview process was voluntary and that they could withdraw at any time. All risk factors and benefits to participating in the research process were addressed prior to data collection.

Summary

In this chapter, I outlined the methodology chosen to design the study. I discussed the matter of trustworthiness and its relationship to transferability, dependability,

credibility, and conformability. I explained the logic that I used to select the participants, instrumentation, and data analysis protocol. I provided a detailed explanation of the ways that I handled issues of trustworthiness and ethics. I also explained the data collection and analysis protocols.

Chapter 4: Results

Included in Chapter 4 are details about the population and sample size, research setting, data collection and analysis procedures, emergent themes, and results as well as my observations and a summary. The results described the experiences of the participating LEOs, all of whom had witnessed victims demonstrating resilience during adversity, and how they were impacted by the encounters. The specific purpose of this study was to inquire about the phenomenon of vicarious resilience and the lived experiences of LEOs who had encountered the phenomenon. The participants described their experiences of working with victims who had demonstrated resilience during adversity and explained how the encounters impacted their jobs or lives. I used the phenomenological research design to inquire about the phenomenon of vicarious resilience.

After receiving approval from Walden University's IRB, I started recruiting potential participants. A designated representative from the LASD Retired organization distributed a recruitment email on my behalf that explained the purpose of my study and provided a link to the prequalifying survey on SurveyMonkey. The email introduced me as a student researcher attending Walden University and provided details about the nature of my study. It also explained how I would use their survey responses as well as how I would maintain the confidentiality of those responses. Individuals who were interested in participating in the face-to-face interviews provided their contact information on the survey. I then contacted them and gave them my contact email information. 10 participants who had more than 20 years of law enforcement experience and had retired

from the LASD were selected from the prequalifying survey that they had completed via SurveyMonkey. They chose their own interview locations, a protocol that ensured their confidentiality and comfort.

The in-depth interviews were guided by a semistructured interview guide that I designed to give the LEOs the opportunity to discuss the impact of witnessing victims demonstrate resilience during adversity. The interview questions were developed to be applicable to the culture and language of law enforcement. I interviewed the participants for a period from 45 minutes to 1 hour each so that they could share their experiences in detail. The data analysis answered the two RQs:

RQ1: How do LEOs describe their experiences of witnessing victims who are demonstrating resilience in the face of adversity?

RQ2: How does the experience of witnessing the victims demonstrate resilience impact LEOs?

Setting

The LEOs who responded to the prequalifying survey on SurveyMonkey by expressing their interest in being interviewed were retired LEOs from the LASD who had 20 to 38 years of service as sworn deputies. The interviews were conducted at venues of their choosing, including private meeting and business rooms, as well as quiet and secluded patios in public and private locations. The settings took place in the southwestern region of the United States.

Data Collection

I collected interview data from the 10 participants over a two-week period. All 10 participants answered all semistructured interview questions. Before conducting any interviews, I checked that the participants had read and consented to the consent form that I had emailed to them prior to the interviews. All participants agreed to have their interview sessions recorded. I used a digital audio recorder, microphone, and Dragon software to record their responses. I then transcribed the responses and sent the transcriptions to the participants for member checking to ensure that I had recorded their responses accurately. This process also gave the participants the opportunity to correct any misinterpretations on my part and expand on their original responses.

Data Analysis

I assured the participants that their identities would remain confidential, so I assigned numeric identifiers to all study documentation to conceal their identities. As already mentioned, after conducting the interviews and transcribing the responses, I emailed the transcriptions to the participants for member checking. Upon member verification, I reviewed the transcriptions using IPA as the methodological approach. Having knowledge of IPA was beneficial in helping me understand the lived experiences of the participants. The focus was on personal meaning making within the contexts of the interviews and the development of the descriptions of their experiences. To obtain a rich and detailed understanding of the participants' responses, I read the transcriptions several times. I also reviewed my descriptive field notes, which contained my personal insights and reflections. I used NVivo v.11 in conjunction with IPA to triangulate the data.

I entered the data from the transcriptions into NVivo v.11 and arranged them into subfolders that identified, sorted, arranged, and clarified the data to assist with the development of themes regarding the nature of the participants' lived experiences and the coding of the commonalities of their personal experiences. By linking the collection and interpretation of the data, the coding became the basis for developing the analysis. I continued the analysis until data saturation occurred.

Evidence of Trustworthiness

The participants identified the personal positive effects of their work with victims of violence or trauma who had demonstrated an ability to overcome the adversity occurring at the time of engagement during the traumatic event or shortly thereafter. The participants described the impact on them of witnessing victims' resilience. They provided details explaining the phenomenon of vicarious resilience in this population.

Credibility

Credibility in this study was established by using member checking and reviewing the transcribed responses to the interview questions to identify similarities. Many of the participants had experienced the same responses and feelings, thus resulting in overlapping themes. The themes answered the 2 main RQs.

Transferability

Transferability means that the findings will allow future researchers to duplicate the study. This research was based in the southwestern United States, where the LEOs had worked in a large sheriff's department that covered high- and low-crime areas. This chapter includes rich and detailed descriptions of the participants' characteristics so that

other researchers can transfer the findings to other studies using similar target populations in similar contexts.

Dependability

Dependability refers to the replication of the findings using the same contexts and types of participants. In Chapter 4, I report the results in detail so that future researchers can repeat this qualitative study and expect similar results. Audit trails were the result of careful documentation of all components of the study, including a calendar with interview dates, transcriptions of the participants' responses to the interview questions, and observations and notes about the participants' body language and tone of voice during the interviews.

Confirmability

Confirmability refers to the results being grounded in data through inquiry, not researcher bias. The results were supported by the participants' interview responses. An audit trail was created to confirm the findings, and I used member checking and triangulation to affirm confirmability.

Demographics and Work Background Information About Participants

Table 1 introduces the participants. Included in the table is information relevant to the demographics and work backgrounds of the LEOs in the sample. Details about their gender, years served as sworn deputies, number of years worked with victims, number of victims they had worked with, and job assignments are in the table.

Table 1

Demographics and Work Backgrounds of LEOs

Participant	Gender	Years served as sworn deputy	Years worked with victims	No. of victims	Assignment
LEO1	M	20	10	Thousands	Patrol
LEO2	F	30	15	Thousands	Patrol/Detective
LEO3	M	22	18	Thousand	Patrol
LEO4	M	38	38	Hundreds	Patrol/Custody
LEO5	M	34	12 ½	Thousands	Patrol/Training
LEO6	F	21	5	Hundreds	Patrol/Custody
LEO7	M	35	35	Thousands	Patrol/Narcotics
LEO8	M	26	17	Hundreds	Patrol/ Detective
LEO9	M	33	16	Thousands	Patrol /Emergency Rescue/Paramedic
LEO10	M	33	6 ½	Hundreds	Patrol/Special Enforcement Bureau

Background**Interview Questions**

The interview questions inquired about the LEOs' background experiences of working with trauma victims. The following interview questions set the stage to answer the two main RQs in the Results section.

Interview question. Can you briefly describe the types of trauma these individuals have experienced?

The participants responded based on the areas that they had been assigned to. Some geographical areas were more prone to having severe crime and generated more trauma victims. The LEOs' narratives included explanations of the types of trauma, some of which were loss of property or life, robbery, rapes, simple assault, sexual assault, battery, child abuse, arson, manslaughter, assault with deadly weapons, gunshot wounds, knife wounds, murder, attempted murder, suicide, traffic accidents, plane accidents, and death.

LEO1 said, “Everything from property loss to their life. A total range of experiences, plus physical damage, physical hurt, being paralyzed, things like that.”

LEO2 stated, “Well you find different kinds, the kinds where they have lost something from a burglary, and in that moment, they are totally traumatized by just the loss of things, personal things, and having their space invaded, to rape victims.”

LEO3 noted:

From simple assaults, batteries up to and including murder, child abuse, arson, manslaughter, assault with deadly weapons, gunshot wounds, knife wounds, just about everything you can think of, I’ve either seen, or experienced as a deputy sheriff or as a sergeant while supervising the deputy sheriffs handling the cases.

LEO4 shared, “Everything from just having their world shattered because their house has been burglarized and they lost important things, to rape, sodomy, being shot, stabbed, pretty much the whole gamut.”

LEO5 stated:

I’ve had instances of child abuse dealing with the children, spousal abuse, assault, both misdemeanor and felony. I’ve dealt with the husbands and wives of domestic violence, I’ve dealt with people who were hostages, I have dealt with the families of murder victims.

LEO6 said:

Well, based in the cities that I worked in, there were many cases of assault with a deadly weapon. I worked in a large city where there was a high rate of suicide during those years, and a lot of murders.

LEO7 commented:

Both physically, emotionally, and mentally, usually they're related, someone who has a physical trauma will quite often have an emotional one. Also, a standard victim of a crime of either rape or perhaps a beating of some kind, a robbery, they'll suffer for years, probably never get over it, some of the healthier ones may, but I think there's still residual effects.

LEO8 remarked, "Well, we're talking the whole gamut from emotional trauma, to death, to murder cases."

According to LEO9, "The worst ones in my opinion were the death notifications, then traffic and injury accidents, plane crashes with victim relatives on site, and victims of crime."

LEO10 said, "Fatal car accidents, attempted murder, and murder."

Interview question. Has your department provided any training in dealing with victims of trauma/violence?

Departmental training on ways to deal with victims varied among the LEOs based on when they became sworn deputies. The LEOs who went through the academy before the mid-1970s said that they had to learn how to deal with victims through their own experiences while on the job. After having multiple years on the job and using their own experience, they had trained younger deputies on ways to work with victims. The younger LEOs said that they remembered receiving some training at the academy but shared that they had received most of their training from their training officers. Following are examples of LEOs who joined the department many years earlier:

LEO5, an officer who had joined the department more than 34 years ago, explained:

Back when I was on, it was very little, and it is now something that they're dealing with. I worked the training bureau where I would teach different topics, however, I made a conscious effort to teach the recruits ... how to interface with the victims so they would not feel left out or forgotten.

LEO3, who had been with the department for 22 years, received training on how to deal with victims from his training officer. He stated:

We had a 2-hour block in dealing with victims; after that, it was on-the-job training with my training officer on how to deal with victims... to have empathy for the victims, try to get as much information as you possibly could from them, and put them at ease so that you could get the flow of information.

Interview question. Has your department provided any training, either formal or informal, in the field of resilience?

Based on the participants' responses, training on resilience was either nonexistent or minimal. The training that some LEOs received about resilience focused on the resilience of the officers, not the resilience of the victims. Their training focused on ways that the officers could handle stress and critical, life-threatening incidents. No participant remembered receiving any training on looking for resilience in victims. In the literature review, Edelkott et al. (2016) noted that lacking awareness of vicarious resilience demonstrated that it was not a commonly known concept, highlighting the need for it to be taught in training programs.

An important part of LEOs' jobs is responding to calls and contacting the victims to assist them. According to the law enforcement handbook (Woods, 2010), LEOs are usually the first responders to arrive and make contact while interacting with victims. LEOs, when compared to other criminal justice professionals, have more contact with crime victims. The training that LEOs receive on victims focuses more on how to address the victims' needs to deal with the trauma just experienced (Woods, 2010). The LEOs provided some examples highlighting their lack of training in being aware of victims' resilience when they came into contact with them.

LEO3 said, "I can't remember any type of training about the resilience of the victims."

LEO9 said, "I think more for the officer, not for the victim you're contacting."

Interview question. Is there now, or has there been, any departmental support to assist LEOs regarding their continued exposure to victims of trauma?

Most of the LEOs discussed the department's provision of psychologists to assist LEOs if they needed psychological services. LEO3 said "the Sheriff's Department does have a PEER support group; we see [it] advertised in our Star News magazine every month." LEO 6 said that even though they had critical incident debriefing in place, she would have liked more support for day-to-day encounters, particularly because she had witnessed youth suicide, which was upsetting to her.

The interview questions inquired about the LEOs' awareness of vicarious trauma and vicarious resilience. Hernández et al. (2007) noted that having an awareness of vicarious trauma and vicarious resilience is an important part of applying the concept of

vicarious resilience. Hernández et al. concluded that both vicarious trauma and vicarious resilience can be managed during trauma work. Through awareness and identification, vicarious trauma can be decreased, and vicarious resilience can be increased by intentionally cultivating it. Making a conscious effort to pay attention to vicarious trauma and vicarious resilience can strengthen LEOs' awareness during their engagement with trauma victims.

Figley (1995a) explained that emotional contagion refers to first responders experiencing the feelings of the victims, which could explain why the LEOs in this study shared that they became upset when they witnessed the victimization of children or when victims suffered injuries in automobile accidents or incidents of domestic violence. Bourke and Craun (2014) suggested that a higher level of STS was related to a higher distrust of the general public and an increased protectiveness of family. LEO6 described how vicarious trauma made her more protective of her daughter after witnessing violent crimes against young women. Helm (2010) concluded that some professionals who help the victims of trauma can experience symptoms of vicarious trauma cognitively, which affects the way they perceive or trust others.

Several LEOs shared their experiences of being impacted by trauma either directly or vicariously. LEO4, who had 38 years of experience, shared an example of when he went to a rescue call for a chemical explosion, he witnessed a victim standing in the shower with his "skin puddled around his feet." He said, "Going back to long-term trauma and its impact on police, I think one of the things that happens is even if you can compartmentalize things, you remember things later." This assertion was supported by

Karlsson and Christianson's (2003) study, in which police officers reported experiencing visual memories of their traumatic experiences many years later. The researchers concluded that some of these LEOs reported having memories of traumatic events that were visually vivid, tactile, and olfactory for more than 20 years after their vicarious exposure.

The demographics and work background information of the LEOs showed that they had many years of experience working with trauma victims, thus setting the stage to answer the main RQs. The interview questions inquired about the LEOs experiences of witnessing victims demonstrate resilience in the face of adversity and how they were impacted by their experiences. The LEOs gave detailed narratives of their experiences. The data analysis and results of their transcripts answered the two main RQs

Data Analysis and Results

To answer the two main RQs, I entered the LEOs narratives into NVivo. All 10 participants answered the two main RQs. Analysis of the data saw the emergence of nineteen themes, and the results from NVivo reported a total of two hundred ninety-six references coded for themes. Seven themes answered RQ1, "How do LEOs describe their experiences of witnessing victims who are demonstrating resilience in the face of adversity," and twelve themes answered RQ2, "How does the experience of witnessing victims demonstrate resilience impact LEOs?" The two most frequent themes were Theme 8: LEOs experience positive effects within themselves from their work with resilient victims and Theme 19: LEOs are vicariously impacted in positive ways. The

themes from the analysis are displayed in Table 2. Included are explanations of the themes and narratives of the LEOs.

Table 2

Emergent Themes

RQs	Themes that answered the RQs	Theme frequency <i>N</i> = 10	References coded in NVivo
1. How do LEOs describe their experiences of witnessing victims who are demonstrating resilience in the face of adversity?	1. LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive details.	8	16
	2. LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity.	7	9
	3. LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity.	9	10
	4. LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma.	9	10
	5. LEOs feel gratified from victims demonstrating they are fine.	4	5
	6. LEOs feel amazed from witnessing victims' ability to be great witnesses in court.	2	5
	7. LEOs feel encouraged from witnessing victims' determination to live in the face of death.	4	6
2. How does the experience of witnessing victims demonstrate resilience impact LEOs?	8. LEOs experience positive effects within themselves from their work with resilient victims.	10	26
	9. LEOs carry hope that future victims will be resilient.	5	16
	10. LEOs experience compassion and have a strong desire to see justice happen.	2	5
	11. LEOs are inspired to take on the characteristics of the resilience they saw demonstrated.	9	10
	12. LEOs are motivated to reevaluate their own adversities and move forward with their lives.	9	14
	13. LEOs are satisfied by the victims' resolve to deal with the adversity and move forward.	5	7
	14. LEOs are impressed with victims like heroes because of their tenacity.	2	4
	15. LEOs learn from the victims' resilience and share its example.	3	8
	16. LEOs feel empathy and demonstrate their understanding of how adversities impact the victims.	3	5
	17. LEOs reevaluate and adjust the ways they help victims to deal with the adversities.	3	6
	18. LEOs are satisfied over their career choice.	3	5
	19. LEOs are vicariously impacted in positive ways.	10	129

All ten LEOs gave vivid details about the ways that they witnessed the victims' resilience and the type of service calls describing the adversity that the victims encountered. They described the ways in which they were impacted by witnessing the victims demonstrate resilience. Their responses answered the two RQs.

LEO1 gave an example of witnessing a victim demonstrate resilience during a call for a possible shooter. The shooter's wife had called the police and told them that her husband came home, grabbed his rifle, and said that he was going to kill people for insulting him at a local bar. LEO1, who answered the radio call, found the shooter and stopped him just seconds before he shot and killed many people. The LEO was exhilarated over the wife's resilience because she was willing to put her husband in harm's way in an effort to save innocent people. LEO1 was proud of her because she had used analytical reasoning to call in a description of her husband and help LEO1 to do his job and save many lives. This narrative supported Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive details. He was hopeful from witnessing her resilience to overcome her adversity and thought that she was the neatest victim he had ever dealt with. The response also supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity.

LEO1 explained his experience of witnessing a victim's resilience:

Yes, so, here's what happened: A man goes comes home from a neighborhood bar. He storms in the house, goes up to the bedroom, and retrieves a 22 rifle and ammunition. His wife says, "What are you doing"? He responds, "They insulted

me in the bar, and I am going back to show them they can't insult me. I'm going to kill every one of those people." He loads the rifle and leaves the house. She's trying to stop him, [but] he pushes her aside and leaves. She calls the police. As the radio call was coming out, I was heading north on the Blvd. right at the bar, and I see the white van coming southbound turning into the north driveway.

Things were happening really fast now and I'm on the radio trying to tell dispatch that I've got my suspect right here. I stopped the car, I got out, and he was starting to get out with the rifle in his right hand. I didn't have time to turn on my red lights. I hit him with the spotlight and over the PA told him to drop the rifle and put [his] hands up. I told him again to drop the rifle and put [his] hands up. He just stared and looked confused, and I realized he didn't know who I was. I turned on my red lights and he immediately dropped the rifle, so that was the termination of the issue. He was 30 seconds from getting into that bar. I eventually went back to the house and had a long conversation with the wife.

So, talking to her later, she says, "I had a decision to make, if I did nothing my husband was going to kill people and possibly get killed by the police, regardless I was going to lose my husband one way or another, and I'd be subjected to all of the lawsuit, civil lawsuit from him killing all of these people." I was so proud of that lady [because] her analytical reasoning saved her, her kids, the people in the bar, and her husband. I had to shake her hand and told her she was one of the neatest victims I have ever dealt with.

LEO1 gave an example of the impact of witnessing a victim's resilience. He had positive feelings about the victim's resilience, describing her as a terrific and analytical reasoning human being. He felt the positive effects within himself because he felt good about justice being served in allowing him to take dangerous people off the streets. He felt exhilarated because he was only 30 seconds away from so many people dying when he stopped the shooter. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. In addition, he expressed satisfaction about his career choice by being able to participate in the greatest act on the planet. This statement supported Theme 18: LEOs are satisfied over their career choice.

LEO1 shared the ways in which he was impacted by the victim's resilience:

Of all the people I've ever seen, she is at the top of my list of wow, what a terrific, analytical reasoning human being she was. She said the police were the only possible salvation [she] had, [she] had to depend on them. When I left that call, I felt exhilarated because we were 30 seconds close to so many people dying, blind luck, right time, right place.

I have a book called *Signal 32* [that] I read in high school, and this precipitated my wanting to be a cop. It's a story about New York PD. They use a term in here that one of the reasons you do it is because you have a front row seat to the greatest story on the planet, the greatest act, but that isn't really true: You have more than a seat, you have a role, you get to play in the greatest act on the planet, and I liked that. You get to play the good guy, you get to do good things,

including arresting people because you are taking some of these bad people off the streets. It is a good act. I felt good, positive, and justice.

LEO1 explained how his perception changed after witnessing the resilience of the victims he had dealt with:

Only from the point of view that it's part of my total life experience, which of course it does change you, changes me for the good. The lady that kept her husband from committing murder, boy was that a positive, that lady was ruled by reason and logic.

This comment supported Theme 13: LEOs are satisfied by the victims' resolve to deal with the adversity and move forward. LEO1 was impacted positively from witnessing the victim's resiliency: He felt better able to do his job, he experienced positive feelings over the victim's resilience, he felt hopeful from the victim overcoming adversity, he was proud of the victim's analytical reasoning, he was impressed by the resilience that the victim demonstrated in the most challenging adversity, he was satisfied by the victims' resolve to deal with the adversity and move forward, he felt exhilarated over saving many lives, he felt good over arresting perpetrators, he felt justice from taking the bad guys off the streets, he felt changed for the good, and he felt satisfied over his career choice. LEO1's positive experience from witnessing the victim's resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

LEO2 gave several examples of how she had witnessed victims demonstrate resilience during service calls related to sexual assault and attempted murder. In the first example, LEO2 felt that she was able to do her job because the victim remained in

control of her emotions to provide a detail description that helped to capture the perpetrators who assaulted her in front of her boyfriend while they were camping. LEO2's response supported Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive details.

LEO2 was hopeful after witnessing the victim's demonstration to overcome adversity by remaining calm and focused on remembering information that could help to identify the perpetrators of the assault. Her statement supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity. LEO2 also was inspired after witnessing and reflecting on the victim's ability to survive the trauma by remaining in control during the rape exam and providing a moment of relief by using humor to assuage a very traumatizing situation. This statement supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma.

LEO2 was hoping that the victim would be fine, and she was gratified when she happened to see the victim at a later time and that she demonstrated that she was fine. The victim successfully moved on with her life and became a teacher. This narrative supported Theme 5: LEOs feel gratified from victims demonstrating they are fine. LEO2 said that based on the victim's detailed description, they had caught the perpetrators. Later in court, the victim gave specific details about both perpetrators and their truck, which was very distinctive. LEO2 was amazed that the victim was such a good witness in court. The narrative supported Theme 6: LEOs feel amazed from witnessing victims' ability to be great witnesses in court.

LEO2 explained the victim's resilience:

Yes, a young woman and her boyfriend were camping overnight and had been there for several days when two guys approached them and wanted to know if they had anything... they wanted something from them... next thing you know, they had overcome them and tied them both up, but didn't beat either one of them. They tied him up and made him watch them rape her.

In describing the perpetrators, she could come to the eyebrow, to the eyelash of what they looked like. She did fine, but the boyfriend, on the other hand, didn't. At the time, they had identikits and the picture she gave was so good that it was an exact image of him. Some victims are so far off with the descriptions of their perpetrators, but she told me that at the time he was raping her, she was checking his freckles and tattoos. At the time, our rape kits and the whole thing they had to go through was so traumatic, and when it was over, she said that it wasn't as bad as [her] Pap smear. At the time, she and I were laughing about it, but it was so sad. I know the boyfriend had so much guilt that he couldn't do anything to help her.

You know, it's one of those things that you kind of say she should be fine, and she did fine. Later on, I happened to see her, and she said they broke up as a couple and she went on to become a teacher. About her resilience, she was so specific with everything about him, well, about both perpetrators, even the truck, which was very distinctive. Not only did we arrest them, [but] I was amazed at how she was a great witness in court. Some people, when they're confronted with

the perpetrator in court, they can't do much, but she was such a great witness, as far as being able to tell everybody. Sometimes when people are confronted with the perpetrator in court they get mad and is a difficult witness in front of a jury, but she wasn't, she told them what happened, and she explained it better than I could have.

In the second example, LEO2 responded to a call of attempted murder and sexual assault. LEO2 was inspired by witnessing and reflecting on the victim's ability to survive the trauma, which involved the perpetrator throwing the victim over the edge of a mountain and leaving her to die. Despite the brutality of this crime, the victim survived. This narrative supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma. The victim was able to remain in control of her emotions while giving a detailed description of the perpetrator, which led to his arrest. This statement supported Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive details.

LEO2 was hopeful based on the victim's demonstration of overcoming adversity by climbing up the mountain for help, even though she had been physically and sexually assaulted. This statement supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity. LEO2 noted that the victim was determined to live, even in the face of death. She explained that the victim was resilient because even though she was injured, she crawled up the mountain bit by bit and waved down a passing motorist for some help. The fact that she could crawl up the mountain told LEO2 that she wanted to live. LEO2 said that if she had not done so, she would have

died. This narrative supported Theme 7: LEOs feel encouraged from witnessing victims' determination to live in the face of death.

LEO2 explained how she witnessed this victim's resilience:

A young lady was in a bar with some friends, and a very good-looking guy approached them. He looked like he could be a police officer or military with the same type of haircut. He was very charming. He told them that his car wouldn't start and asked one of them to drive him home. He told her that he was a police officer, so she drove him. He couldn't thank her enough and asked to give her gas money. When she stopped that car, he punched her and knocked her out. He then took her up to the hills and beat her [until he thought that he had killed her]. Then he shoved rocks up inside her, raped her, and threw her over the edge of the mountain.

During the night, she regained consciousness and crawled up the mountain. Someone saw her and called it in. We took her for a rape kit, and when we took her to be interviewed, she did the most bizarre thing I think I've seen a victim do. We had her hypnotized because she just couldn't remember, and she saw everything like she was watching TV. She could distance herself from the trauma and was able to describe the incident. When she was talking about what had happened to her, she was upset, and she was crying because this was right after the crime happened.

When we interviewed her on tape later, [we tried] to get her to share more information about this person because at the time, we thought it was a police

officer, although he did not turn out to be one, obviously. She just seemed to be able to talk about it in more detail, remembering more things as if she was talking about it as in the third person. She was able to provide us with really valuable information about him. It made it easier for me because she was able to handle it better. She was resilient because bit by bit, she crawled up that hill and waved down some help. Just the mere fact that she could crawl up [told] me she wanted to live. If she had not crawled up, I have no doubt she would have died. She was bleeding all through the night, so I don't know how much blood she lost, but if she had not crawled up, it was a cold night, and I have no doubt she would have died. I mean, I think he thought she was dead because everything he had done to her she should have been dead, so it makes you realize what people think, well, they really wanted to live.

LEO2 described the impact of witnessing the resilience of both victims. She experienced positive effects within herself, stating that she felt hope and was satisfied when it was met by a victim's resilience. She felt encouraged and positive that the victims bounced back and had been able to make her job easier. She felt stronger for handling her own adversity with resilience. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. She also was sustained by hope because she was hoping for the victims to be resilient, and they were. This narrative supported Theme 9: LEOs carry hope that future victims will be resilient. She felt compassion for the victims because of the brutal nature of the crimes, and she wanted to see justice happen by arresting the perpetrators. This narrative

supported Theme 10: LEOs experience compassion and have a strong desire to see justice happen. She was able to reframe her own adversities by rethinking that they were not as bad as the more challenging adversities experienced by victims. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives.

LEO2 explained the ways that the victims' resilience impacted her:

When somebody bounces back and handles things better, it makes my job easier because you just deal with them, they are easier to deal with, they are willing to give information, [and] they want to help solve the situation. If they can bounce back and handle it, they help you do your job. If they can't, like the boyfriend, ... he provided zero information just because he couldn't cope. She did all the work, I mean she was so resilient that she made the case. She solved it for herself. You hope that they are going to be resilient. I think if I could just make it better, but you can't, so I think if nothing else, it makes you more compassionate. The victim was resilient by crawling up the hill. You meet a lot of people that have really bad trauma and aren't forced to have the same kind of resilience such as her, and hers was extreme. She was resilient, I want to live, but most people are not faced with that choice.

Yeah, sometimes, it makes you think, well, that's not so bad compared to somebody who's really sick. Right now, there's not much that I don't think I can't handle. As far as if things happen, they happen, you can't get crazy about it. There's not much that bothers me anymore. I like to say I have because I always

hope for resilience. You root for the underdogs, but I think I've always rooted for the underdog. If somebody's really bad and they hurt you, you want to make sure that they get what's coming to them; you want to help the victim find the guy that did it to them.

LEO2 was impacted positively from witnessing the victims' resiliency. She felt good over the victims making her job easier, she felt encouraged over the victims controlling their emotions to survive traumatic situations, she felt better able to do her job, she was impressed by resilience demonstrated in the most challenging adversity, she was satisfied over the victims enduring traumas, she was hopeful over the victims overcoming adversity, she was inspired by the victims solving their own cases, she was gratified that the victims were fine and rebounded from their adversities, she was impressed by the victim moving forward, she felt compassion for the victims, she was happy to capture the perpetrators, she was satisfied to see the bad guys imprisoned, she was amazed over how the victim was a good witness in court, she was inspired by witnessing and reflecting on the victims ability to survive trauma, she was encouraged that the victim survived death, she carried hope for future victims' resilience, she was motivated to evaluate and reframe her own adversities, and she felt stronger over handling her own adversity with resilience. LEO2's positive experiences from witnessing the victims' resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

LEO3 described witnessing a victim's resilience when he responded to a physical assault call. The victim was a young adolescent who had been assaulted by some

adolescent girls. When LEO3 began to converse with the victim, the girl was very emotional; however, at one point, she was able to gain control of her emotions and calmly give him enough detailed information to help him do his job. This narrative supported Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive details. He was hopeful based on the victim's ability to overcome adversity and help herself, leading to an arrest. This narrative supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity. He felt inspired from the victim being able to stop crying, even though she had been tortured. This narrative supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma.

LEO3 described witnessing this victim's resilience:

Yes, I can remember a victim that I had when I was a young patrol deputy back in the early '80s. She must have been 14 or 15, a young girl, where she got beat up by a couple of the girls. They had carved a derogatory name in her arm, and then they had put ink in it to make it like a tattoo.

When I talked with the girl, at first, she went through all the emotions [and then], it was like a switch went off because she wanted to give us all the information we needed to catch these girls and take to jail, and when I saw this, I thought, Wow, this girl has really gone through a lot, she was held down and tortured but she's able to turn off her emotions so that she could provide information to help me make the arrest. I don't remember what the outcome was, but I do remember arresting the girls for torturing this girl. This young girl was

helping herself in the long run, but she was helping me to get this information so [that we could] go on and make the arrest.

LEO3 gave another example of witnessing a victim demonstrate resilience in the face of adversity: He had answered a kidnapping, attempted murder and sexual assault call. A lady was hit by another car from behind, and when she got out of her car, the perpetrators kidnapped her, took her to an isolated area, sexually assaulted her, locked her in the car trunk, and left her to die. LEO3 stated that when he and his female partner responded to the call, it was obvious to him that the victim was determined to live, despite being in the face of death. He said that the victim knew that she should have been dead, and she was thankful to be alive. This narrative supported Theme 7: LEOs feel encouraged from witnessing victims' determination to live in the face of death.

Similar to the first example that he described, he was hopeful from witnessing the victim's demonstration of overcoming adversity. Although she had been severely sexually assaulted and left to die, she was able to remain calm and tell the LEOs what had happened. This narrative supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity. The victim remained in control of her emotions and provided good details that helped him to do his job and capture the perpetrators. He was glad to let the victim know that the perpetrators had been arrested because of her detailed information, this made the victim happy. This narrative supported Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive details. He reflected on the victim's ability to be happy

even though she was very traumatized. This narrative supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma.

LEO3 explained the first victim's resilience:

A lady was driving home from work and she got rear-ended on the freeway.

When she stopped her car, two guys punched her, kidnapped her, threw her in the trunk of the car, and took her down to area known as the car junkyard. They raped and sodomized her [before leaving] her to die. She had been in the [trunk of the] car for 2 or 3 days. Luckily for her, some bum was trying to steal the hubcaps off the car and heard her, and when she heard him, she started banging. Because I had a female partner, we were assigned to the call because only female deputies can take rape reports from females.

The lady responded the same way as the girl, [with] no emotions, just matter fact. If I remember correctly, she wrote a very good [and] very detailed description of these guys. She was matter-of-fact, you know, I had this happen to me, I should be dead, but thankfully, I got saved, and I want these guys caught. We caught those guys. I think I wrote attempted murder because they left her there to die, rape, all those sexual crimes. They were charged and ended up taking a plea bargain for 30 years to life at the time, afterwards. I wanted her to know that what we did hinged on her information, and she was happy, because she saw that me and my partner went the extra steps, so she saw what we did, and she was very appreciative. She was happy, but you would think somebody who's been traumatized that bad would've been very emotional.

LEO3 experienced positive effects of witnessing the resilience of victims. He was happy that he had captured the perpetrators and was satisfied to see the bad guys imprisoned. He felt good about taking the extra steps to let the victim know that they had captured the perpetrators because of her descriptive information. He felt positive because it was important for him to see how much the victims could endure. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. He was impacted by the victims' ability to put their emotions aside to give him the information that he needed, and because they demonstrated that victims can be resilient, he carried the hope that future victims will be resilient. This narrative supported Theme 9: LEOs carry hope that future victims will be resilient. He had compassion for the victims because of the brutal crimes that they had experienced, and he wanted to see justice prevail by arresting the perpetrators, he was happy when they arrested and put them in prison, so they couldn't harm anyone else. This narrative supported Theme 10: LEOs experience compassion and have a strong desire to see justice happen.

LEO3 explained the impact on him of witnessing both victims' resilience:

I think the way it impacted me was to show that these victims can put that aside, get the information out... So that victim being young 14 or 15-year-old victim, showed me that she can do it, so it did affect me. I think it was kind of important to me because it showed the resilience of the victims [and] how much they endured. For the second victim, I was happy that we could catch these guys [and] put them in prison so they couldn't do it again to anybody else. To me it was

satisfying because we got two bad guys imprisoned for a lot of bad stuff and they are going away for a while.

LEO3 was impacted positively from witnessing victims' resiliency: He felt good over the victims making his job easier, he felt encouraged over the victims controlling their emotions, he was hopeful over the victims overcoming adversity, he was encouraged that the victim had survived death, it was important to him to see how much victims can endure, he was satisfied that the victims remained calm to give helpful details, he was inspired by victims' surviving trauma, he felt encouraged and good over the victims giving details that led to an arrest, he felt compassion for the victims and wanted to see justice happen by arresting the perpetrators, he was happy to capture the perpetrators, he was satisfied to see the bad guys imprisoned, he was motivated to take the extra steps to contact the victim to tell her that her information helped, he was glad to let the victims know that they had captured the perpetrators, and he carried hope for the future victims' resilience. LEO3's positive experiences from witnessing the victims' resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

LEO4 described witnessing a victim's resilience when he responded to a kidnapping and sexual assault call. He described the victim as being very relieved and lucid enough to give details about the perpetrators. She also had overheard that they were planning to kill her. This narrative supported Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive details. He noted that when they got the victim out of the car trunk, she was very appreciative that she had been saved from certain death.

This narrative supported Theme 7: LEOs feel encouraged from witnessing victims' determination to live in the face of death. Later, when he saw her in court, he was impressed by how calm and composed she was, determined and focused on telling about her adversity to the judge in the presence of her perpetrators. This narrative supported Theme 2: LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity and Theme 6: LEOs feel amazed from victims' ability to be great witnesses in court. He was amazed at how strong she was, and he was hopeful from witnessing her demonstration to overcome her adversity that she was resolute without being blindly focused on that she was going to tell her story to the judge and facing the men who had assaulted her.

This narrative supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity. He was inspired by witnessing and reflecting on the victim's ability to survive trauma, and whenever he thought of a victim's resilience, he always went back to her. This narrative supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma.

LEO4 described his victim's resilience:

Yes, we responded to a kidnapping call where a man told us that his fiancée got into a car with three unfamiliar guys, so we broadcast a possible kidnapping. I was writing my report when another unit saw the suspect's car. A pursuit started, and we ended up being the third car in the pursuit. The suspects drove to a specific area and as the car rolled up an abandoned driveway, three dudes get out, and they scattered in all directions, leaving the car in gear and moving forward.

My partner and I were right behind at the scene, and we stopped the car from rolling further. We popped the trunk, and there was our kidnapping victim. She was tied, her hands were bound, she was naked, [and] she had been repeatedly raped [and] sodomized with objects. We got her out of the car, and she told us that the suspects, while they were driving around that area, she could hear their conversation, they had gasoline in the car, they were going to douse the car and set it on fire with her in the back, until the pursuit started.

One of the things I particularly remember about her was that she was very relieved, [and] she was very lucid....In her conversations and the things that she could tell us, just was very matter of fact and so appreciative of having been saved from certain death. The next time I saw her was at the preliminary hearing. I was just amazed at how calm and comported she was, how she was resolute without being blindly focused on that she was going to tell her story to the judge and face these guys who had treated her so poorly. She entered the courtroom, where all the police and suspects were seated, [and] she sat down and waited to tell her story. I was just amazed at how strong she was, so whenever I think of a victim's resilience I always go back to her.

LEO4 gave an example of being impacted by witnessing the victim's resilience. He reflected on her being at peace with no denial about her adversity. This narrative supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma. He said that he understood what living a resilient life was, and he was impressed by her ability to underscore the meaning of resilience and move forward by

overcoming the adversity and keeping going, no matter what future traumas he might encounter. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims.

LEO4 was inspired to live her example of “a bad day is not your defining moment unless you let it be.” He was encouraged to reevaluate his own adversities and not allow them to be his defining moment after witnessing the victim’s resilience to overcome adversity and move forward with her life. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives. He was inspired that she did not let the trauma to define her life and wanted to take on that characteristic. This narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated. He was so impressed with her resilience that he shared her example of dealing with an unbearable trauma with others. This narrative supported Theme 15: LEOs learn from the victims’ resilience and share its example.

LEO4 described witnessing this victim’s resilience:

I think I sensed that she was at peace with where she was; in other words, there was no denial, I was impressed. I think I had a fairly good grasp of at least the concepts of living a resilient life, but I think she helped to underscore that even with traumas, personal traumas, that are far greater than I could ever imagine happening to me, that you can keep going...I think one of the things that I’ve I walked away with was that a bad day is not your defining moment unless you let it be. I’ve had bad days, but they’re not going to be my defining moment. She

certainly serves as an example that I've used in conversations about people that can deal with unbearable traumas that are inflicted on them.

LEO4 was impacted positively from witnessing the victim's resiliency: He felt good over the victim making his job easier, he was impressed by her resilience that was demonstrated in the most challenging adversity, he was encouraged that the victim survived death, he was amazed over how the victim was a good witness in court, he was hopeful over the victim overcoming adversity, he was amazed at how strong the victim was, he was inspired from reflecting on the victim surviving trauma, he was impressed and encouraged by the victim's resolve to deal with adversity and move on with her life, he was inspired to take on the characteristics of the victim's resilience, he was motivated to evaluate and reframe his own adversities, he was inspired to live his life with resilience, and he learned from the victim's resilience and shared its example. LEO4's positive experience from witnessing a victim's resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

LEO5 gave an example of witnessing a victim demonstrate resilience during a hostage call. The victim was a 12-year-old boy being held hostage at knifepoint. When LEO5 assessed the situation, he noted that the victim remained calm. This narrative supported Theme 2: LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity.

Negotiations began with the suspect telling the officer to drop his gun. LEO5 said that he was not going to put his gun down, and the kid said, "Don't do it, don't do it," so he backed out of the room and called for assistance. In that moment, he saw that the

victim was able to deal successfully with the adversity under pressure, thus helping LEO5 to move forward with his plans to rescue the victim. This narrative supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity.

After a while, supervisors arrived, and negotiations continued. LEO5 noted how the victim was determined to live, even in the face of death, because it was clear that the victim's life was in jeopardy. However, this very young victim continued to remain calm throughout the 6 hours of negotiations. This narrative supported Theme 7: LEOs feel encouraged from witnessing victims' determination to live in the face of death.

After the suspect was apprehended and taken into custody, the victim told LEO5 that he should have shot and killed him because he thought that the suspect was going to kill him. A month later, LEO5 was in the victim's neighborhood and saw the victim's father, so he pulled over to speak with the father. He also had the opportunity to observe and talk to the victim and was inspired by the boy's ability to understand the severity of the situation and survive the trauma. This narrative supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma. LEO5 explained that he spoke with the victim a month after the hostage-taking incident and was gratified to witness the victim's ability to be strong and rebound from the traumatic experience. This narrative supported Theme 5: LEOs feel gratified from victims demonstrating they are fine.

LEO5 described the incident and the victim's resilience:

I was training a new deputy who had just come from the jail, so he was still pretty green when we got this radio call. It was an unusual call [from] an exclusive area,

and I blacked out the lights while I rolled up. I saw a man out front waving at us, and it was pretty obvious that he wanted our attention, so I stopped the car and talked with him. He was the father of a 12-year-old boy. They had come home from dinner when the father heard some scuffling in the boy's bedroom. He saw a young guy, probably in his 20s, sitting on the end of the bed with a knife to the boy's throat. He sent his wife to a neighbor's home, and she called the sheriff's department.

I walked into the room, not knowing really what to expect. The boy is very calm, the suspect is very calm. The suspect said, "I would like you to throw your gun down," [but] I go, "No, I'm not going to put my gun down, and the kid said, "Don't do it, don't do it." I backed out of the room and called for assistance. I contacted the station, and the watch commander who was a lieutenant came out.

They also had ordered the Special Enforcement Bureau, which is our SWAT team, and it took them about 30 to 40 minutes to get there. The watch commander and I went into the room again, and we backed out when this guy said, "I want both of you to throw your guns down." The lieutenant said, "I am going to provide you cover and when we walk back in there, I want you to shoot that guy," so I said okay. It was logical, it was reasonable, [and] it fit all the criteria for taking a life, so I walked in. I had my gun out, and the lieutenant was standing in front of me. He was kind of portly, and he was moving around little bit. Well, every time I'd held the gun up, the suspect saw a glint of my gun and moved and said, "Put that gun away, drop the gun," so, we went back out.

By now, the station captain had been called and almost 6 hours had passed. When the station captain arrived, we apprised him [of the situation] and went back in the room. With the captain and the lieutenant present, I looked at the suspect and told him that we're not going to leave. I asked the suspect if he was thirsty, so for about the next hour, we kept feeding him grapefruit juice and vodka, and before long, he had to go to the bathroom. As soon as he started walking toward the doorway, two people grabbed his arms, one taking the knife from his hand [and] the other pulling his arm, and then we had him in custody. Ultimately, when we went, to court it took the jury all of about 10 minutes to deliberate, and they sent him away for, hopefully, forever.

After we apprehended the suspect, the kid walked up and said, "You should have shot, and you should've killed him, he wanted to kill me." He said that it just was a long ordeal for him and he was very concerned, and understandably so. About a month later, I was up in the neighborhood and driving around when I saw the boy's father, so I stopped to talk to the him, and [he's] thanking me again for saving his son. He called his son out, who said that he was doing great and "it just made me more aware of what's going on." He was a strong kid. I meant just the fact that he bounced back from that traumatic experience so fast and that he understood what was going on, he had a really good comprehension of what was going on.

LEO5 was impacted by witnessing the victim's resilience. He was impressed by the victim's ability to understand the impact of the trauma and felt positive about the

victim not demonstrating any traumatic symptoms afterwards. He was impressed by the victim's ability to rebound so quickly. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. He also was satisfied to see that the victim was able to bounce back move forward with his life. This narrative supported Theme 13: LEOs are satisfied by the victims' resolve to deal with the adversity and move forward.

LEO5 explained how he was impacted by witnessing the victim's resilience:

Well, truthfully, not much, it was kind of satisfying to see that he didn't have any after effects that was nice because there is some PTSD that can go on with certain people that it just affects them so bad that they have a lot of trouble functioning in society and it didn't seem to noticeably affect this kid. Personally, I think he was a really sharp high-IQ 12-year-old kid and I think that he was able to understand what was going on versus just the drama of what was happening. The fact that the kid was held hostage with a knife right to his neck and bounce back from it so fast just kind of really impressed me, it really did.

LEO5 was impacted positively from witnessing the victim's resiliency: He felt good over the victim making job his job easier, he felt relieved over the victim staying calm in the face of adversity, he felt encouraged over the victim controlling his emotions during a hostage situation that otherwise could have been deadly for both the victim and the LEOs, he felt better able to do his job, he was impressed by the resilience that the victim demonstrated in the most challenging adversity, he was encouraged that the victim survived death, he was hopeful over the victim overcoming adversity, he was inspired

from reflecting on the victim surviving trauma, he was gratified that the victim was fine and rebounded, he was impressed by the victim moving forward with his life, and he felt positive over the victim not demonstrating any traumatic symptoms afterwards. LEO5's positive experience from witnessing a victim's resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

LEO6 described witnessing a victim demonstrate resilience when she responded to a call asking the police to check on the welfare of a child. She found a young child locked in a closet and noted that he was wearing only underwear and that the only other thing in the closet was a handgun on a shelf. She was hopeful from witnessing the child's resilience, describing his calmness during a really chaotic situation. She reflected on the victim's ability to survive trauma, noting that even though he had been locked in a dark closet with no food and water, he had remained calm. This narrative supported Theme 2: LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity. She said that when they opened the closet door, the child did not look afraid or timid, giving her a sense of hope for the victim. This narrative supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity. She was inspired as she reflected on the victim's resilience by surviving the trauma, and she described how he was apologetic to her and her partner for coming there. This narrative supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma.

LEO6 described witnessing the victim's resilience:

Yes, so I remember the call that had come in that was check the welfare of a child, which was a pretty normal call, and I think it was because the child hadn't been seen in school for a few days. We responded to a large apartment complex, and when we spoke with the child's father, we asked him about the child, and he directed us to where the child was. The child was in a very small locked closet, and all he was clothed with was a pair of underwear. There was nothing else in this closet; however, there was a handgun on a shelf, which was super unusual.

When we opened the closet door, the child did not look afraid or timid, he was so resilient and apologetic to us for wasting our time to be there. [He did not realize] that he should have been afraid, he's in this dark closet, he has no food, he has no water, [and] at that point, we had no idea how long he had been there, but he was just so stoic and so calm. He was resilient because I think it was his calmness during a really chaotic situation....It was like he was being saved and he wasn't, he just felt like everything was okay still, I don't know if he felt safe because his father was there even though the father [was] on another side of the door.

LEO6 felt positively encouraged by witnessing the resilience of victims because it gave her the strength that she needed to apply the same resilience she saw demonstrated during her own stressful moments. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. She wanted to have the same strength that victims demonstrated in very horrific situations. This

narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated.

LEO6 explained how she was impacted by witnessing victims' resilience:

I think it makes you want to dig deeper in a crisis or stressful moment to try to have the same strength that you've seen other victims have in maybe more horrific situations than what you feel you're going through.

When asked if a victim's resilience led her to reevaluate her own adversities, LEO6 shared how she was impacted by a change in her self-perception by observing the characteristics of resilient victims when they demonstrated forgiveness. Over time and gaining more experience, she was able to understand how to get to a place of forgiveness. This narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated. From witnessing victims demonstrate a softer side by being quicker to forgive, she was motivated to reevaluate her own adversities and move forward with her life. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives.

LEO6 explained this change in self-perception from working with resilient victims:

Probably, I would say their forgiveness, yes, because I think in law enforcement, we see things so black and white...where a lot of these victims, they just have a lot more softer side to them, that they are quicker to forgive, but I feel like as I get older and have had more experience, like you can get to a place of forgiveness in

a different way and understand that there could be other factors... whereas earlier on, I probably didn't see that as well.

LEO6 was impacted positively from witnessing the victims' resiliency: She felt encouraged over the victim controlling emotions to survive a traumatic situation, she felt relieved when witnessing the victim's ability to stay calm in the face of adversity, she was hopeful over the victim overcoming adversity, she was impressed by the victim's resilience demonstrated in the most challenging adversity, she was inspired from reflecting on the victim surviving trauma, she was inspired to take on the characteristics of the resilience she saw demonstrated, she was motivated to evaluate and reframe her own adversities, she felt stronger over handling her own adversity with resilience, she desired to have the same strength that she saw other victims have during adversity, and she understood how to arrive at a place of forgiveness from other victims example. LEO6's positive experiences from witnessing the victims' resilience supported theme 19: LEOs are vicariously impacted in positive ways.

LEO7 described witnessing a victim demonstrate resilience while he worked for the Narcotics Bureau. The victim was addicted to drugs, and her boyfriend, who was newly out of prison, wanted to work as an informant; however, the victim knew that the boyfriend could bring more harm than good, so she objected. Overtime, LEO7 discovered that she, not her boyfriend, was the one to be trusted. She made his job easier by informing him that there was a gun in their home, information that possibly saved the lives of LEO7 and his partner. This narrative supported Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive

details. He described that the victim could be trusted and was proactive in keeping the LEOs safe from harm. LEO7 was hopeful as he described her ability to overcome adversity to make her life for her children better by admitting herself to a medical facility for treatment of addictions. This narrative supported Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity.

LEO7 shared witnessing this victim's resilience:

Working in narcotics, the resilient person that I am thinking about, we didn't get along when we first met. She was addicted to every drug, [so] when her boyfriend got out of prison and wanted to work with us for money, she objected. She and I bumped heads a few times. It turned out to where she was the honest one, her philosophy in caring for her four kids and in helping us, is what I think what led me to appreciate her and that there was more to her than we were seeing.

I can remember the first time that my thoughts about her began to change: She told us as we were going to get ready to do a search warrant that there was a gun inside. We wouldn't have known that, so we altered the way we did it. She had checked herself into a medical facility, and it wasn't that far from where I lived, so I went by and visited her. Wow! She sounded different, she sounded a little more intelligent, and after that, she got a regular job. About her resilience is, I think it's not giving up, even though she's addicted, she would work for us, and we could trust her. She never gave up...she is addicted to too many things, and yet I was floored when she turned herself in for treatment that and then when she came out, things went well for her.

LEO7 explained how he was impacted by witnessing the victim's resilience. He felt positive from experiencing her ability to trust him, which was important to him, and his ability to trust her. He felt appreciation over her informing him about the gun in the house before he went in there. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. He was satisfied that she was able to deal with adversity and move forward with her life. She checked herself into a medical treatment facility to be treated for her addictions, she started a job afterwards. This narrative supported Theme 13: LEOs are satisfied by the victims' resolve to deal with the adversity and move forward.

Looking back on his life, he realized how he was inspired by taking on the victim's resilience, because no matter how difficult his adversities were, he never gave up. This narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated. He did not give up his resilience when he encountered his own adversities; rather, he kept on moving forward. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives. He was impressed with the victim's ability to never give up during the most difficult challenges, and he described her as a hero. This narrative supported Theme 14: LEOs are impressed with victims like heroes because of their tenacity.

LEO7 explained how he was impacted by the victim's resilience:

Probably unconsciously, I can't think of anything, but then looking back at my life after and during, you come into some hard stuff, and the resilience you don't

give up. Of course, we had other professional speakers [tell us to] never give up, no matter how bad you are treated.... I think that when you go through stuff and you don't give up and come out at the other end and you can see that things generally work out, not always for the best, but they work out. However, it still opened my mind to the fact that she's open to us and know there's a level of trust and I suspect it's that she trusted us, and we trusted her. When she told us about the gun, I felt appreciation that she thought enough to tell us that. She never gave up, kind of like my hero, and I can't imagine what it's like to be addicted to drugs.

LEO7 was impacted by witnessing a victim's resilience by seeing a change in his self-perception. He was inspired by witnessing a victim's resilience, encouraging him to deal with own adversities and not give up. This narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated. After witnessing the victim's resilience, he was motivated to reevaluate his own adversities, work them through, and move forward with his life. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives. He was able to carry the hope that future victims would be resilient, even though he knew that not every victim would be able to demonstrate resilience and get through the trauma. This narrative supported Theme 9: LEOs carry hope that future victims will be resilient.

LEO7 explained how his self-perception changed after working with resilient victims:

I don't think at the time, but she made such an impact on me, I think that later on when things happened, I reacted differently, perhaps not the correct way each and every time, but I think if you start off on the wrong foot, you can correct yourself with that in mind. I think only that when you look at the dirt and you see something shining in it, it just gives you hope, I guess, and not necessarily in everyone, but the fact that some people will see the light. I think each time you come up to something difficult and you get through it, you see the light, that it's possible.

LEO 7 was impacted positively from witnessing the victim's resiliency: He felt good over the victim making his job easier, he was hopeful over the victim overcoming adversity, he felt positive from experiencing her ability to trust him, he was impressed by the victim moving forward with her life, he felt better able to do his job, he was inspired to take on the characteristics of the victim's resilience, he was motivated to evaluate and reframe his own adversities, he felt stronger over handling his own adversity with resilience, he admired the victim's tenacity and described her like his hero, he was positively impacted by a change in his perception, and he carried the hope that future victims will be resilient. LEO7's positive experiences from witnessing the victim's resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

LEO8 witnessed a victim's resilience when he responded to a call of a drive-by shooting. When he reached the scene of the shooting, emergency personnel were loading the victim into an ambulance. He drove to LA County Medical Center to interview the victim. When he walked into the ER, he saw the doctor sticking his fingers into a gaping

hole in the victim's chest, trying to find the bullet. He thought the victim had courage by staying calm, holding his breath and moaning without tears. This narrative supported Theme 2: LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity. LEO8 was inspired by the victim's ability to survive the trauma of a gunshot wound by not going into shock while the doctor was sticking his fingers into the gunshot wound. This narrative supported Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma. He explained that even though the victim had a serious gunshot wound, the victim was focused on getting off that gurney and moving forward. LEO8 was gratified to see the victim's determination to get off the gurney and take care of his adversity. This narrative supported Theme 5: LEOs feel gratified from victims demonstrating they are fine.

LEO8 described witnessing the victim's resilience:

I'm in patrol and working [when] my partner and I get a call of a [drive-by] shooting victim. I remember distinctly that I was on the street in East LA, and there's my victim, but before I can interview him, they are loading him on the ambulance...and rushing him off to LA County Medical Center, so it's like our second home [because] when you work a ghetto station, you're there all the time. So, my partner and I find him on the gurney laying there in the ER room, the doctors are working on him, he's got a chest wound, it was on the right side of upper chest near his nipple, and I can see a gaping hole with no exit wound and he's lying there, and he is conscious.

I remember he had this hole, and the doctor gets his first finger and sticks it in his chest cavity and starts moving around. I never [saw] it before. He's trying to find the bullet, evidently the bullet didn't go that far in this young man, he must have had some painkiller, I didn't see it administered to him, but he sat there and he just held his breath and moaned, and this doctor is looking and looking, and he says, "Well, I can't find it," and I told myself, what a courageous man, not a tear, nothing but moaning.... I was so impressed, not with his habits, not with his morals, but his level of courage, and he says, "I will take care of this," and [when] I spoke to him later on, he said, "I will take care of this myself." ... it was just determination to get off that gurney and eventually get well and take care of it himself.

LEO8 discussed the impact on him of witnessing this victim demonstrate resilience. He felt positive and was encouraged by the victim's resolve to deal with the adversity and move on with his life, which had an immense effect on him. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. He was impressed by the victim's level of courage, like a hero, because of his ability to never give up through the most difficult challenge. He was impressed by the victim's level of tenacity by not going into shock but remained focused on moving forward. This narrative supported Theme 14: LEOs are impressed with victims like heroes because of their tenacity.

He was satisfied with the victim's decision to deal with the gunshot wound and move forward with his life. This narrative supported Theme 13: LEOs are satisfied by the

victims' resolve to deal with the adversity and move forward. He said that he wanted all deputies to be like the victim's resilience, to work through the adversity, keep fighting and move forward. This narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated.

LEO8 explained how the victim's resilience had motivated him to teach younger deputies to take on the resilient characteristics when he progressed up the ranks in the department. This narrative supported Theme 15: LEOs learn from the victims' resilience and share its example. He would share the story about the victim's resilience with the younger deputies and stress the importance of applying that resilience in their own lives in order to stay alive and keep moving forward. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives.

I told myself that's what all deputies should think and feel like, someone like that victim versus going into shock... going forward and that was the point that had an immense effect on me... As I went to the department years later, when I had the opportunity, as I became a sergeant and I became a lieutenant and I had young deputies in front of me, I would relay that story. I would tell them never give up, never give up, and say that if a victim can do it and just want to get off the gurney and get the perpetrator that's what I want you to do: If something happened, you get in a fight, you keep falling forward, you never fall back, and you keep fighting, fighting, and fighting [because] that's your best chance of getting out alive, and that was my message to them.

LEO8 shared that his self-perception was changed by witnessing the victim's display of resilience, motivating him to reevaluate his own adversities. He was inspired to take on the characteristics of the victim's resilience. The victim displayed a mental attitude that moved him through the trauma of being physiologically hurt and moved him forward with his life. This narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated. LEO8 said that he was motivated to reevaluate his own adversity after he saw the victim later. The victim had no hatred but wanted to deal with his adversity and move forward. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives. He incorporated what he had learned from the victim's resilience into his own life and taught his children to reevaluate their own adversities and move forward in their lives. This narrative supported Theme 15: LEOs learn from the victims' resilience and share its example.

LEO8 commented on the change in his self-perception from working with resilient victims:

When I saw his resilience to get off that gurney, it showed me that it was the mental strength, it's the attitude that gets you up. Physiologically, he was hurt, but it was a mental strength to get off there and get back, and when I saw him in the street months later, you would never have known he was victim...who had shown total calmness. I spoke to him, and he was nice. He was cool as cool as a cucumber, with no hatred about being a victim. He just wanted to deal with his adversity and move forward. Well, it meant a lot to me. I immediately related it to

myself, I just wanted to incorporate that into my psyche. Wow, I want to be like that, as far as that aspect of his personality goes. I keep moving forward and I try to incorporate this in my personal life with my family. I tell my kids regardless of what happened you're going to have some shortcomings, keep going, keep moving, keep moving forward.

LEO8 was impacted positively from witnessing the victim's resiliency: He felt relieved to see the victim stay calm in the face of adversity, he felt encouraged and good over the victim controlling his emotions to survive a traumatic situation, he was amazed at how strong the victim was, he was inspired by the victim's ability to survive the trauma and rebound, he felt gratified from the victim demonstrating he was fine, he was hopeful from the victim's resolve to deal with the adversity and move on with his life, he was impressed by the victim's level of courage, he admired the victim's tenacity to work through his adversity and avoid going into shock, he was inspired to take on the characteristics of the resilience he saw demonstrated, he learned from the victim's resilience and taught it to the deputies, he was motivated to evaluate and reframe his own adversities, he desired to have the same strength he saw demonstrated to incorporate into his own life, and he was positive about applying resilience throughout his career. LEO8's positive experiences of witnessing a victim's resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

LEO9 witnessed a victim's resilience when he responded to an emergency call of a head injury when a victim fell over the edge of a cliff. He worked with his partner in emergency services detail (ESD) in the mountains, and LEO9 would often rappel down

the mountain while his partner stayed at the top with family members or friends of the injured victim. He described that on the scene, the victim's girlfriend was upset by seeing her boyfriend's skull split open from the fall. She was hysterical because she was convinced that he was going to die. Often, when LEO9 would bring a victim up a mountain in a rescue litter, the victim's relatives waiting at the top of the mountain would usually jump on the victim, making it difficult for LEO9 to do his job. However, in this situation, he noticed that the victim's girlfriend had calmed down and remained calm after he got the victim to the top of the mountain, making his job easier. He was gratified to see that even though she was convinced that her boyfriend was going to die, he knew that the boyfriend would be fine and that she, too, would be fine because of the information about the boyfriend.

This narrative supported Theme 5: LEOs feel gratified from victims demonstrating they are fine. He was relieved about her ability to calm down and was glad that she had not jumped on her boyfriend was after he was brought up. This narrative supported Theme 2: LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity.

LEO9 explained the situation and the victim's resilience:

There was a situation in which a young couple, while in the mountains enjoying the snow, got too close to the edge of a cliff, and the young man fell over, about 600 feet down. He sustained a severe head injury. Understandably, his girlfriend was at first hysterical, particularly when she saw the graphic nature of the skull literally "opened up" and all the blood. She was convinced he was going to die.

I was attending the victim at the bottom and my partner was up top with the girlfriend. I advised him that the doctor's evaluation at the scene was that it looked much worse than it was [and] that it would need to be sewn up and the victim would be fine. My partner did a great job of keeping her calm and assuring her based on the information that I had relayed. We kept her informed, continually reassuring her, until she [accepted] that we were being truthful and accurate. I felt relieved when she was calm because I was expecting someone grabbing at him, trying to jump on him, or do whatever people do when their loved one comes up, but she didn't, and it was amazing

LEO9 explained how he was impacted by witnessing victims' resilience. He felt encouraged and good by knowing that victims can control their emotions to survive the traumatic situations. Reflecting on his own career choice, he felt good about the times that witnessing victims' resilience made his job easier, and he felt blessed. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. He shared that the resilience of victims made him feel good about his career choice. This narrative supported Theme 18: LEOs are satisfied over their career choice.

He said, "Yes, I think I always am reevaluating my own adversities." He had realized how fortunate he was that he or his family members did not experience any life-changing adversities. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives. He said that he hoped to react to adversity in the same ways that the victims did if anything should happen to

him or his family. This narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated. He was satisfied and comforted to see victims resolve to deal with their adversities. This narrative supported Theme 13: LEOs are satisfied by the victims' resolve to deal with the adversity and move forward.

LEO9 continued by explaining how he teamed up with his partner to help victims deal with their adversities. LEO9 and his partner had assisted the Special Weapons Team activation (SWAT). On all operations, the SWAT team is always assisted by two paramedics, who provide medical aid to victims, suspects, and deputies while encountering very hostile and stressful conditions. After years of working with victims and noting the characteristics of resilient victims, they had learned and adjusted their ways of helping other victims deal with many different adversities. This narrative supported Theme 17: LEOs reevaluate and adjust the ways they help victims to deal with the adversities.

LEO9 described the impact of witnessing victims' resilience:

It is encouraging to see that some people can control their emotions and get through the traumatic situation. It is rare but good to see. It makes your job easier, and you feel good about what you do. I see them and hope that if something happened to me or my family, I could react in the same way they have. Yes, I think I always am reevaluating my own adversities.... It is comforting to see someone able to adjust to an incident and realize how fortunate I am not to have had my family or myself experience some of these truly life-changing traumas.

On a professional level, those times made my job easier, and on a personal level, I counted my blessings.

My partner and I, we had to do so many things as paramedics, especially in SWAT calls with hostages. You learned from working with victims. We learned how to plan teamwork as we talked to each other about how are we going to work with victims. My partner was unbelievably great at it, and he would tell me how he spoke with a victim, I would try to do the same thing, so we worked it out.

LEO9 also shared that his self-perception changed by feeling empathy and developing an understanding of how adversities impacted the victims. He said that he would always feel for them. This narrative supported Theme 16: LEOs feel empathy and demonstrate their understanding of how adversities impact the victims. He had watched and learned from the victims' resilience and hopes that he can handle any situation. This narrative supported Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated.

He reevaluated the ways that he used to be cold when he first became a sworn deputy, and through his own learning experiences of how to deal with the reactions of victims, he started to apply procedural justice by helping future victims feel heard and comforted. This narrative supported Theme 17: LEOs reevaluate and adjust the ways they help victims to deal with the adversities. LEO9 said "I have been shown time and again that determination and the human spirit can triumph in the most hopeless of situations." Theme 9: LEOs carry hope that future victims will be resilient.

LEO9 explained the impact on his self-perception:

Yes. I have lived through extreme trauma in war, family, and with the sheriff's department. I have seen things that I pray my family never sees. These victims, relatives, and witnesses have made me a better person and not as cold as I became at first on the department. I will always feel for these people and try to be as comforting as possible. I try to do and say what I would want someone to do and say with my family.

I have watched victims of crime and trauma handle themselves with great fortitude and courage. These experiences have made me a better person and given me the knowledge that I [hope that I] can handle any situation. I think watching all the victims over a 33-year career, I have learned and observed a lot of the good qualities of people and their resilience to traumatic situations. It may sound like a cliché, but I have been shown time and again that determination and the human spirit can triumph in the most hopeless of situations.

LEO9 was impacted positively from witnessing the victims' resiliency: He felt better able to do his job, he was gratified from the victim demonstrating she was fine, he felt relieved to see the victim stay calm in the face of adversity, he felt encouraged over the victim controlling her emotions to survive a traumatic situation, he felt good over victims making his job easier, he felt good about his career choice, he was motivated to evaluate and reframe his own adversities, he felt blessed, he was inspired to take on the characteristics of the resilience he saw demonstrated, he was satisfied and comforted to see other victims resolve to deal with their adversities, he was positive about developing

an understanding of how adversities impact the victims, he was motivated to reevaluate and adjust the ways that he helped victims to deal with their adversities, he felt empathy and he will always feel compassion for the victims, and he felt positive by helping the future victims feel heard and comforted. He carried the hope that future victims would be resilient. LEO9's positive experiences of witnessing victims' resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

LEO10 described witnessing a victim demonstrate resilience. When he walked into his station, he saw the victim sitting quietly on the bench in the front lobby and noticed something odd about her sitting there because she had a blanket in her lap during midsummer, when it was not cold. He approached and asked if he could help her. She had a mild manner, and as she spoke with him, she told him that she had just killed her husband and had brought the shotgun with her. LEO10 remained calm and asked her where the shotgun was. She replied that it was in her blanket. He asked her if he could take it from her, and once she agreed, she was done with it. He described her resilience of remaining calm as she rode the bus to the station to turn herself in. She remained calm and in control while she told her story of how she had killed her husband.

This narrative supported Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of emotions to give descriptive details. LEO10 was relieved that she had remained calm on the bus because her gun was loaded. The situation could have turned deadly. This narrative supported Theme 2: LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity.

LEO10 described the situation:

Yes, I'm entering the back door of Lakewood Sheriff's station and tell[ing] my trainee to go over and check with the jailer on something. I go to the very front desk, and at that time, they had not closed off the front lobbies as they did later on. We had a very open front lobby, anybody could walk in and interact with any department member. I walked up there, and there were four deputies working and answering phones and writing, and they were just obviously very, very busy. It was a late evening in the midsummer, and I noticed that there was a lady, I would say in her 50s maybe 60s, and she was sitting out in the front lobby on a bench with a blanket in her lap. It wasn't that cold, but she had a blanket in her lap. I got somebody's attention on the desk and [asked whether] somebody [had] helped the lady. No one [had helped her], so I went through the little swinging gate there, walked out to her, and [asked] if I could help her.

She answered me with the dearest voice as she looked up and said, "Yes, I just killed my husband, and I brought the shotgun with me. I got on the city bus and came in to this station, and I just want to turn myself in." I said, "Where would the shotgun be?" She says, "In my blanket here." I said, "Can I take that from you?" So, she said, quite calmly, "Go ahead, I'm through with it." Her story was that her husband had been abusing her and after many years of abuse, she got tired of this. That day he came home, he had some dinner, and he went to lay on the couch, but she knew that when he got up from the couch, he was going to be

angry at something and would beat on her again, which is what he would do normally, so she decided to put an end to that.

LEO10 explained how he was impacted by the victim's resilience. He reevaluated his own adversities and experienced a change in how he handled the traumatic events that were a natural part of his job. He came to the conclusion that events beyond his control were going to happen and that he had to remain positive about how he handled trauma. This narrative supported Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives. As he reflected on the victim's resilience, he had realized that his life and the lives of his partners at the front desk could have been in jeopardy because she had been sitting alone in the lobby for half an hour with a loaded shotgun. She had been abused for many years by her husband to the point that she snapped and murdered him. He was encouraged and felt good that she had remained in control, and he viewed that as resilience. He said, "She had sat in the station lobby for half an hour with a loaded gun." This narrative supports Theme 2: LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity.

He described that she had endured many years of abuse and decided that she was not going to take it anymore by putting an end to it. He had empathy and understanding for the victim as he explained that she was done with taking the abuse. He knew that her action of killing her husband was wrong, and he explained that there was no set system for dealing with what she did because it was not socially acceptable. This narrative supported Theme 16: LEOs feel empathy and demonstrate their understanding of how adversities impact the victims.

He noted that even though he lived in a dangerous world, he felt positive and encouraged by his ability to help the victim and that she remained in control with a loaded shotgun by not turning it on him and killing him. He felt positive as he continued to live with resilience through the rest of his career. This narrative supported Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. He felt good about his career choice, and he was able to step up and do his job, possibly saving the lives of the desk officers. He was glad that the victim remained resilient by staying in control. This narrative supported Theme 18: LEOs are satisfied over their career choice.

LEO10 discussed how he was impacted by a change in his self-perception from working with resilient victims:

I came to the point of believing in fate. People would lose their limbs, people would die needlessly, and I just accepted that that was going to happen. I was one of the people that was supposed to react, make sense out of it some way or another, prosecute people if they need to be prosecuted, arrange for hospitalization if they needed aid, that type of thing, so I had my niche in the system and I bought into. The resilience of the woman who rode the bus down to the station and sat there with the shotgun in her lap had turned herself in, which made my job easier.

Back at the time, we were not that greatly trained on how to handle abuse in domestic violence. Her story was that she got tired of this. He came home, had some dinner, and he went to lay on the couch. She knew that when he got up from

the couch, he was going to be angry at something and would beat on her again, which is what he would normally do, so she decided to put an end to that. When he went to sleep, she took the shotgun and killed him, and then went and turned herself in. She planned what she did, she did what she did, and she had a purpose for what she did. She didn't really plan for what was going to happen afterwards. She had sat in the station lobby for half an hour with a loaded gun. The desk deputies were upset that she hadn't been helped earlier. They were very upset about that because who knows if she would've changed her mind and done. She had already done something horrific, so they were concerned about that. They like the idea that I walked over to her when I knew that she hadn't been helped and that I didn't just ignore it and go about my duties, but was willing to step out, step up, and say, "Can I help you?" They liked that part, [and] they were really upset that somebody sat there with a large loaded gun for a half an hour. I will get on with my life on a day-to-day basis, and I'll take what comes to me. That's the resilience of being able to get along with a very dangerous planet that we happen to live on at the moment.

LEO10 was impacted by witnessing a victim's display of resilience, allowing him to feel empathy and a deeper understanding of how adversities impact the victim. He explained how he came to understand the adversities that victims go through, and he recognized that some people will be able to overcome their adversities, but others will not. This narrative supported Theme 16: LEOs feel empathy and demonstrate their understanding of how adversities impact the victims. He reevaluated and adjusted the

ways that he helped the victims deal with their adversities by meeting them where they are at. He said, “You can only go so far trying to keep track of people and helping them, so I recognize that there’s going to be failures [as well as] successes.” This narrative supports Theme 17: LEOs reevaluate and adjust the ways they help victims to deal with the adversities. LEO10 had expected that future victims would be resilient, noting that “there will be situations where they will reinvent the wheel, so to speak, and put their lives back together.” This narrative supported Theme 9: LEOs carry hope that future victims will be resilient.

LEO10 stated:

I see some people that can cope and bring family members together, and I’ve seen some, they just walk off into the night and are never seen or heard from again.

You can only go so far trying to keep track of people and helping them, so I recognize that there’s going to be failures [as well as] successes. There will be situations where they will reinvent the wheel, so to speak, and put their lives back together.

LEO10 was impacted positively from witnessing the victim’s resiliency: He felt better able to do his job, he felt relieved to see the victim stay calm in the face of adversity, he felt encouraged over the victim controlling her emotions during a very traumatic situation that could have otherwise been deadly for the victim and the LEOs, he was impressed with the victim’s level of courage to turn herself in, he felt compassion for the victim and empathy for having endured many years of abuse, he was motivated to evaluate and reframe his own adversities, he experienced a positive change in how he

handled the traumatic events that were a natural part of his job, he felt empathy, he felt positive over his understanding of how adversities impact victims, he felt positive over his resilience of living in a dangerous world, he came to believe in fate, he felt positive over applying resilience throughout his career, and he felt good about his career choice. He carried the hope that future victims will be resilient. LEO10's positive experiences of witnessing a victim's resilience supported Theme 19: LEOs are vicariously impacted in positive ways.

Summary

In Chapter 4, I provided detailed information about the demographics of the participants, setting, data collection and analysis protocols, and evidence of trustworthiness. IPA was the methodological approach used to obtain rich and detailed descriptions of the participants' lived experiences. I entered the interview transcriptions into NVivo v.11 and arranged the data in labeled subfolders to ensure that they were identified, sorted, arranged, and clarified to assist in the development of 19 themes.

The themes that emerged from the analysis of the LEOs' narratives showcased their descriptions of their experiences witnessing trauma victims demonstrate resilience in the face of adversity and how they were impacted by it. The development of themes based on their narratives answered the RQs. Included in Chapter 5 is an interpretation of the findings, a discussion of the limitations and recommendations for future research, and an explanation of the implications for social change.

Chapter 5: Discussion, Conclusions, and Recommendations

The purpose of this qualitative phenomenological study was to address the gap in the literature by describing the meanings of the lived experiences of LEOs who had witnessed victims demonstrating resilience in the face of adversity and how that experience had impacted them. I used a phenomenological research design to inquire about the phenomenon of vicarious resilience in this sample. Results of the analysis of the transcriptions provided details explaining this phenomenon.

All 10 LEOs in this study shared their experiences regarding how they were impacted vicariously by witnessing victims demonstrate resilience during adversity. Vicarious resilience is a dynamic process, Edelkott et al., (2016) said that it's concept can be further refined and recommended that it should explored more in depth. Although studies have been conducted on the vicarious resilience of psychotherapists and teachers, there has been a gap in the literature relevant to studies of vicarious resilience among LEOs. The purpose and findings of this study will help to close the gap in the literature by confirming the ways that vicarious resilience was experienced by the LEOs in this study.

One similarity between LEOs and psychotherapists is that both are often exposed to grief, loss, and death. They bear witness to the effects of violence on victims as they help them through experiences. Dealing with the intensity of human suffering is a natural part of their jobs however, the LEOs' experiences also might be different from those of psychotherapists because the victims who the LEOs encounter, experience a heightened sense of arousal immediately after the trauma has occurred.

Analysis of their experiences showed how the phenomenon of vicarious resilience manifested in LEOs in the southwestern region of the United States. The LEOs provided detailed accounts of witnessing victims demonstrate resilience in the face of adversity and explained how that experience impacted them. The LEOs identified the positive effects within themselves from their work with the victims of violence or trauma who had demonstrated the ability to overcome adversity. Analysis of their experiences demonstrated how they were vicariously impacted in positive ways.

The previous studies on vicarious resilience had shown how the participants experienced positive effects within themselves from their work with trauma victims who had demonstrated resilience by overcoming adversity (Hernández et. al., 2010, Hernández-Wolfe et al., 2015; Edelkott et al., 2016).

Interpretation of the Findings

The results helped to close the gap in the literature by confirming how vicarious resilience was experienced by the LEOs who participated in this study. The participants provided detailed accounts of witnessing victims demonstrate resilience in the face of adversity and explained how that experience impacted them. The conceptual framework of vicarious resilience explains that when trauma victims can survive adversity by using coping strategies such as regulating internal experiences psychologically, their resiliency has a positive impact on the professionals helping them.

IPA methodology and NVivo were used in the analysis of the interview transcriptions. Results generated 19 themes from the analysis of interview transcriptions. The 19 themes shared common elements and supported the two most frequent themes

explaining the ways that the LEOs experienced positive effects within themselves from their work with resilient victims and that the LEOs were vicariously impacted in positive ways. The LEOs provided detailed responses regarding how they experienced victims demonstrating resilience during adversity. After years of working with hundreds or even thousands of trauma victims, their encounters with just a few victims demonstrating resilience remained etched into their memories. They all described in detail how their experiences with resilient victims had a lasting and positive impact on them.

Themes That Supported Research Question 1

Analysis of the transcriptions identified seven themes that answered RQ1: How do LEOs describe their experiences of witnessing victims who are demonstrating resilience in the face of adversity?

Theme 1. NVivo coded sixteen references for LEOs experiencing Theme 1: LEOs feel better able to do their jobs from witnessing victims remain in control of their emotions to give descriptive details. Many of the participants described the resilience of the victims as helpful in providing them with details about the perpetrators that led to arrests and convictions. LEO1 mentioned being proud of a victim who had used analytical reasoning because her resilience helped him to save many lives. Kent et al. (2013) explained that during adversity, some victims can deal with difficult situations by responding positively. Understanding and accepting adverse situations can help the individuals involved to process the situations in more positive and meaningful ways. Focusing on goals that are achievable and moving toward those goals are helpful.

Tackling problems and stressors with decisive actions can help when dealing with adverse situations (APA, 2014; Goldstein & Brooks, 2012; Kent et al., 2013).

Theme 2. NVivo coded nine references for Theme 2: LEOs feel relieved when witnessing victims' ability to stay calm in the face of adversity. The LEOs explained that if the victims had not remained calm, the outcomes of the incidents could have turned out deadly for both the victims and attending LEOs. LEO9, who worked in search and rescue as a paramedic, had to rappel down a mountain to treat an injured victim. He said that he would normally encounter a family member waiting at the top of the mountain who would grab or jump onto the injured victim. He felt relieved when the emotionally upset girlfriend of this particular injured victim remained calm, demonstrating that even though individuals might be experiencing distress or difficulty, they can still be resilient.

Theme 3. NVivo coded ten references for LEOs experiencing Theme 3: LEOs feel hopeful from witnessing victims' demonstration of overcoming adversity. Many victims remained calm, and they provided enough details that led to the perpetrators' arrests. The victims showed that they had the strength to survive life-threatening conditions. The LEOs mentioned being happy to tell the victims that they had captured the perpetrators, thanks to the victims' clear and detailed descriptions of the events.

Hope was an underlying message in all of the themes: The LEOs carried the hope that they would respond the same way as the resilient victims did when faced with adversity, and they experienced hope from witnessing victims demonstrate resiliency. Results showed that the LEOs believed that vicarious resilience helped them to not only help the victims of trauma but also deal with the negative exposure to such traumatic

events as child abuse, homicide, rape, and suicide. They carried the hope that other victims could overcome adversity because they had seen it demonstrated by the victims they mentioned in their interview responses.

Theme 4. NVivo coded ten references for LEOs experiencing Theme 4: LEOs feel inspired from witnessing and reflecting on victims' ability to survive trauma. They gave examples of victims enduring brutal physical and sexual assaults, life-threatening trauma, emotional trauma, hostage situations, and gunshot wounds. These assertions were in line with the literature. For example, Engstrom et al. (2008) found that the participants in their study were impacted in significant ways by their clients' resilience and ability to survive the trauma and build new lives.

Theme 5. NVivo coded five references for LEOs experiencing Theme 5: LEOs feel gratified from victims demonstrating they are fine. The adversities that the victims encountered were very traumatic and included such events as being taken hostages and experiencing life-threatening situations and brutal crimes. However, they were able to show that they were determined to work through those experiences and move forward with their lives.

In this study, several child victims demonstrated resilience by remaining calm in life-threatening or chaotic situations. LEO5 explained that he spoke with the 12-year-old victim of a hostage taking a month after the incident, and he was gratified to witness the victim's ability to be strong and rebound from the traumatic experience. The LEOs were encouraged by the resilience of the child victims.

LEOs and teachers are professionals who are in the first position of Weingarten's (2004) model of witnessing. Teachers can witness and help the students who are the victims of trauma and abuse by empowering them through education and support (Acevedo & Hernández-Wolfe, 2014; Weingarten, 2004). LEOs understand the implications of violence on victims, and they have the power to act and protect them. Acevedo and Hernández-Wolfe (2014) conducted a study on the vicarious resilience of 21 teachers in Colombia who worked with challenging, at-risk children who had been exposed to trauma. The teachers were empowered by witnessing their students' ability to overcome such adversity as abuse, violence, and poverty.

Some victims of trauma have the ability to adapt to and recover from their experiences (Kent et al., 2013). Researchers have identified resilience as the way in which certain individuals can cope with and thrive during and after traumatic events (Herrman et al., 2011; Kent et al., 2013). Some victims who are able to implement emotion regulation strategies are the most likely to experience recovery (Kent et al., 2013).

Theme 6. NVivo coded five references for LEOs experiencing Theme 6: LEOs feel amazed from witnessing victims' ability to be great witnesses in court. LEO2 and LEO4 shared their amazement at witnessing the victims' ability to be good witness in court: They were composed and ready to provide specific details about their traumatic encounters.

Theme 7. NVivo coded six references for LEOs experiencing Theme 7: LEOs feel encouraged from witnessing victims' determination to live in the face of death.

LEO2, LEO3, and LEO4 described how three of the victims had been brutally attacked and left to die, and LEO5 shared how one victim had been held hostage with a knife to his throat. The victims' insightful decisions kept them alive.

Themes That Supported Research Question 2

Analysis of the transcriptions identified 12 themes that supported RQ2: How does the experience of witnessing victims demonstrate resilience impact LEOs?

Theme 8. NVivo coded twenty-six references for LEOs experiencing Theme 8: LEOs experience positive effects within themselves from their work with resilient victims. Results showed how the LEOs identified the positive effects on themselves of their work with the victims of violence or trauma who overcame the adversity occurring at the time of engagement. These positive effects aligned with the literature. Engstrom et al. (2008), for example, concluded that the vicarious resilience of the participants in their study was impacted in positive ways by the clients' ability to cope constructively during adversity, reaffirming the value of their work and resulting in changes in their perspectives about their own lives, the capacity of human beings to thrive, and their professional role as part of a larger system advocating for and protecting human rights. The responses of the LEOs reflected optimism. Silveira and Boyer (2015) explained that maintaining optimism can give professionals the ability to demonstrate more control in their behaviors and have more proactive attitudes when dealing with obstacles.

Theme 9. NVivo coded sixteen references for LEOs experiencing Theme 9: LEOs carry hope that future victims will be resilient. The LEOs explained that after witnessing victims' ability to demonstrate resilience, they carried hope for future victims

to be as resilient as the victims that they had encountered in their work. Reasonable hope is accessible during even the most hopeless situations (Hernández-Wolfe et al., 2015; Weingarten, 2010).

Hernández-Wolfe et al. (2015) highlighted the ways that making sense of vicarious trauma and resilience coincide with the characteristics of reasonable hope, which include a shared hope that is dynamic; can be practiced; embraces the future with possibilities; applies goals that are flexible; and endures and adapts through doubts, despair and contradictions. Hernández et al. (2007) demonstrated in their study how vicarious resilience sustained the professionals who worked with the victims of violence and trauma and used it as a proactive measure that counterbalanced the problem of vicarious traumatization. The concept of vicarious resilience helped them to deal with negative exposure by giving them a perspective of hope that the future victims of trauma also would be resilient.

Theme 10. NVivo coded five references for LEOs experiencing Theme 10: LEOs experience compassion and have a strong desire to see justice happen. LEO2 had compassion for the victims and was glad to see justice happen by arresting the perpetrators. The LEOs in this study stated that some victims just wanted to see justice, a sentiment confirmed in the literature. Blagden (2012) noted that victims might replace the normal feeling of pain and emotions with a rational response of wanting to see justice. To regain a sense of control in their lives, they will assist LEOs to obtain justice. Bonanno et al. (2011) reported that the resilience of victims gives them the strength to cope during traumatic events. LEO1 said that victim's ability to use logic and reason helped him to

save many lives. Troy and Mauss (2011) suggested that some people can regulate their emotions in the midst of traumatic incidents, thus giving them the ability to think and cope successfully.

Theme 11. NVivo coded ten references for LEOs experiencing Theme 11: LEOs are inspired to take on the characteristics of the resilience they saw demonstrated, such as reevaluating and working through their own adversities, fighting and moving forward, having the same strength that the victims demonstrated, having forgiveness, and responding to adversity in the same ways.

Theme 12. NVivo coded fourteen references for LEOs experiencing Theme 12: LEOs are motivated to reevaluate their own adversities and move forward with their lives. They wanted to have the same strength they saw the victims demonstrate during adversity by working through their own adversities and moving forward. LEO8 shared that he had been inspired by the victim's resilience in working through his adversity and moving forward, so he taught the younger deputies to work through their own adversities by fighting and keep moving forward. Some LEOs reframed their own adversities, whereas others could let go of the hurt through forgiveness. LEO2 was able to reframe her adversity, stating, "Yeah, sometimes, it makes you think, well, that's not so bad compared to somebody who's really sick. Right now, there's not much that I don't think I can't handle."

Hernández et al. (2007) suggested that professionals can offset the negative effects of working with trauma victims by reframing negative events through the application of vicarious resilience. Results of the current study showed that reframing

was beneficial to the LEOs, who had cumulative exposure to years of helping trauma victims. The LEOs were able to reframe their own problems after encountering resilient victims.

Some LEOs realized that their experiences of adversity were not as severe as those that the victims had experienced. These results were similar to the responses from the psychotherapists and teachers in the studies by Acevedo and Hernández-Wolfe (2014) and Hernández et al. (2007), including having the ability to reflect on victims' capacity to heal, reminding themselves of the value of helping trauma victims, regaining hope, and reassessing their own problems.

Theme 13. NVivo coded seven references for LEOs experiencing Theme 13: LEOs are satisfied by the victims' resolve to deal with the adversity and move forward. They were pleased to see victims standing up for themselves, rebounding, and moving forward with their lives. LEO5 said that it was "nice to see because there is some PTSD that can go on with certain people that it just affects them so bad that they have a lot of trouble functioning in society."

Theme 14. NVivo coded four references for LEOs experiencing Theme 14: LEOs are impressed with victims like heroes because of their tenacity. LEOs explained that the victims never gave up during the most difficult challenges. LEO7 said that the victim never gave up even through the most difficult challenges and described her like a hero. Hernández et al. (2007) noted that the psychotherapists in their study who drew strength and inspiration from their work with the survivors of torture described their clients as

heroes. This knowledge motivated Hernández et al. to propose the concept of vicarious resilience through the integration of vicarious learning and resilience.

Theme 15. NVivo coded eight references for LEOs experiencing Theme 15: LEOs learn from the victims' resilience and share its example. LEO4 learned from the victim's resilience that a bad day is not one's defining moment. He said, "I've had bad days, but they're not going to be my defining moment. She certainly serves as an example that I've used in conversations about people that can deal with unbearable traumas that are inflicted on them."

LEO9 expressed his awareness that vicarious resilience sustained him in his job and his life. Being aware that trauma victims handled adversity with "fortitude and courage" impacted him and made him hope that he could handle adversity equally as well. Over the years, he had observed and learned about victims' resilient responses to traumatic situations. The experience had made him a better person. LEO9 explained, "I have watched victims of crime and trauma handle themselves with great fortitude and courage. These experiences have made me a better person and given me the knowledge that I [hope that I] can handle any situation."

Hernández et al. (2010) explained how professionals experienced positive changes in their own attitudes, behaviors, and emotions resulting from witnessing their clients overcome adversity, and it was conceptualized as manifesting vicarious resilience. Hernández et al. (2007) described the ways that the therapists who worked with trauma victims had learned from their clients how to cope with adversity. Vicarious learning refers to changing behaviors as the result of observing a model. Vicarious learning is

based on SLT (Bandura, 1986; Monfardini et al., 2013; Rosenthal & Zimmerman, 2014), which posits that people can learn by observing others.

Results of this study confirmed what Tassie (2015) concluded, namely, that being mindful of having a reflective stance while applying the concept of vicarious resilience while working with the victims of trauma and violence can have a positive impact on professional helpers. The experience of being sustained by the application of vicarious resilience has been supported by researchers, who have asserted that the vicarious resilience of the professionals who assist the victims of trauma can empower them by promoting their professional and personal growth and helping them to maintain their ability to stay in the field (Hernández et al., 2007, 2010).

Theme 16. NVivo coded five references for LEOs experiencing Theme 16: LEOs feel empathy and demonstrate their understanding of how adversities impact the victims. LEO10 had empathy and understanding for the victim as he explained that she was done taking her husband's abuse. He knew her action of killing her husband was wrong as he explained that there was no set system for dealing with what she did because it was not socially acceptable. LEO9 explained that when he first became a sworn deputy, he was very cold but that witnessing the ways that various adversities had impacted the victims had given him a sense of empathy and understanding. Hernández-Wolfe et al. (2015) noted that empowerment and a positive transformation can be experienced by professionals by demonstrating empathy and interacting with trauma victims while remaining focused on strengths and resilience.

LEO10 explained how he came to the understanding of the adversities that victims go through and he recognized that some people will be able to overcome their adversities and others will not. Emotionally, people who have experienced trauma in their lives feel sadness and pain. Developing resilience is an individual effort, and everyone reacts differently to the same stressful life events or traumas. People will use their own strategies, and what is effective for one person might not be appropriate for or useful to another person (APA, 2014).

Theme 17. NVivo coded six references for LEOs experiencing Theme 17: LEOs reevaluate and adjust the ways they help victims to deal with the adversities. They were aware of the impact of crime and trauma on victims, and they were empowered to take action and protect the victims.

Like the psychotherapists and teachers who participated in earlier studies, the LEOs in the current study were in the first position of witnessing. According to Weingarten (2004), professionals who work with the victims of trauma and violence can take one of four witnessing positions: In the first position, they are aware of and understand the implications of the impact of violent acts on others while being able to apply effective action from a position of knowledge, awareness, and compassion. In the second position, they have power but lack awareness of the implications and meanings of acts of violence on the victims. In the third position, they have neither the power nor the awareness to take action. In the fourth position, they are aware of the meanings of the events, but they are unable to take action. Professionals in the fourth position are considered the most vulnerable to vicarious traumatization.

Because LEOs understand the implications of violent acts on victims, they are in a position to apply effective action. Reciprocity can open the way to appreciating, attending to, and giving meaning to the valuable work that LEOs engage in throughout their careers (Cordner, 2014; Gau, 2010). The engagement between LEOs and victims can give the victims a sense of meaning and hope.

Theme 18. NVivo coded five references for LEOs who experienced Theme 18: LEOs are satisfied over their career choice. Results showed that the victims' resilience made the LEOs' jobs easier and made them feel good about doing their jobs of saving many lives and capturing the perpetrators. They were satisfied to see the "bad guys" apprehended and imprisoned.

Vicarious resilience of the professionals who assist the victims of trauma can empower them by promoting their professional and personal growth and maintaining their ability to stay in the field. In Acevedo and Hernández-Wolfe's (2014) study, the teachers were impacted by the children's resilience to adversity, which empowered and sustained the teachers in their work. Vicarious resilience is considered an enduring protective factor for vicarious traumatization (Acevedo & Hernández-Wolfe, 2014). The results of this study confirm the knowledge on vicarious resilience, the themes of vicarious resilience include reflecting on the capacity of individuals to heal, regain hope, and reframe their own problems (Engstrom et al., 2008; Hernández et al., 2007).

Theme 19. NVivo coded one hundred twenty-nine references for LEOs experiencing Theme 19: LEOs are vicariously impacted in positive ways. Table 3 highlights the number of references for each LEO that were coded to support Theme 19

Table 3

References Coded by NVivo to Support Theme 19

LEO	No. of references coded by NVivo for Theme 19
LEO1	11
LEO2	18
LEO3	14
LEO4	12
LEO5	11
LEO6	10
LEO7	11
LEO8	13
LEO9	15
LEO10	14
Total	129

Note. $N = 10$

The findings of vicarious resilience among the LEOs in this study support Hernández et al.'s (2007) results. Hernández et al., who studied the vicarious resilience of psychotherapists working with clients who had been the victims of political violence, noted this phenomenon when the psychotherapists began to respond in positive ways because they had witnessed their clients cope in constructive ways to adversity.

None of the participants recalled any type of training regarding the resilience of the victims. Edelkott et al. (2016) noted that lacking awareness of vicarious resilience highlighted the fact that it was an unknown concept and needed to be included in training programs. Edelkott et al. suggested that developing a curriculum that would increase professionals' awareness of vicarious resilience would be beneficial to them in offsetting the negative impact of their work with the victims of trauma. Applying vicarious resilience to reduce the potential development of vicarious traumatization while working with the victims of trauma could be beneficial to the psychological health of LEOs.

Teaching LEOs to become aware of vicarious resilience by applying self-care might help to reduce the potential development of vicarious traumatization.

LEO3 stated that the LASD provided a PEER support program and the services of psychologists. Kitaeff (2011) mentioned that training LEOs to become peer supporters also had been incorporated into the crisis intervention strategies in law enforcement. LEO6 shared that even though CIDs were in place, she would have liked more support for day-to-day encounters, particularly because she had witnessed youth suicide. According to the literature, CIDs were offered to LEOs to mitigate the effects of vicarious trauma (Bohl, 2013). However, this approach was not considered proactive because CID was offered after exposure to trauma victims.

Vicarious resilience can be used as a proactive method during critical incidents to offset the negative effects of working with trauma victims and the potential of vicarious trauma. Based on the analysis of themes in this study, the LEOs were mindful of the benefits of vicarious resilience when working with victims, including having the ability to reflect on victims' capacity to heal, reminding themselves of the value of helping victims, regaining hope, and reassessing their own problems. Hernández et al. (2010) suggested that teaching professionals about vicarious trauma and vicarious resilience would help them to gain an awareness of their own vulnerabilities. Applying vicarious resilience could help counter the potential development of empathic stress, compassion fatigue, or vicarious trauma.

Results confirmed that the concept of vicarious resilience had been used by the LEOs. LEO8 explained how he had applied vicarious resilience, despite lacking

knowledge of this phenomenon. He had learned from a trauma victim's resilience to not give up and keep moving forward. He applied it to his own life and taught his children, and younger LEOs how to apply it in their own lives to help to sustain them through the challenges of working in law enforcement.

The literature has provided examples of studies demonstrating the ways that professionals learned about coping with adversity from the victims in unique ways. This experience was strengthened in the professionals of psychotherapists by bringing conscious attention to this process while they worked with the victims. It was used through training the professionals how to be aware of their own responses while they helped victims and also attended to their own self-care (Hernández et al., 2010)

The literature supported the assertion that hopelessness had a negative impact on LEOs. Violanti et al.'s (2016) study of police suicide risk provided examples of specific stressors inherent in police work associated with the risk of hopelessness: working with the victims of child abuse, homicide, rape, and suicide.

Analysis of the results showed that the LEOs believed that vicarious resilience helped them to not only help the victims of trauma but also deal with the negative exposure to such traumatic events as child abuse, homicide, rape, and suicide. They carried the hope that other victims could overcome adversity because they had seen it demonstrated by the victims whom they mentioned in their interview responses.

The application of vicarious resilience can be taught to professionals working with the victims of violence and that it can benefit professionals and victims alike (Hernández et al., 2010; Tassie, 2015). LEO9 shared that he had teamed up with his

partner to help an injured victim's girlfriend remain calm by keeping in direct communication with her and applying self-containment. This interaction was beneficial to the victims and the LEOs. Tassie (2015) discussed the ways that professional helpers can use self-containment to manage victims' distressed states, which can be calming to victims who have just experienced violence or trauma. By applying vicarious resilience, professionals can demonstrate strengths while working with the victims of trauma that can give the victims a sense of hope and healing.

Limitations of the Study

This study was conducted with a sample of retired LEOs in the southwestern region of the United States. The LEOs who participated in this study had 20 to 38 years of law enforcement experience, including working with hundreds and even thousands of trauma victims. One limitation was the participation of LEOs only, all of whom had witnessed victims of trauma demonstrating resilience during critical incidents. Thus, any identified themes that emerged from the data were not necessarily generalizable to other types of critical incidents in law enforcement.

Another limitation was the small sample of only ten participants. In a phenomenological study, a small number of participants are selected intentionally to provide rich and in-depth data to identify patterns and meanings in the emerging themes (Creswell, 2013). Exclusionary criteria limited the study to LEOs from the LASD who reported witnessing victims of trauma demonstrate resilience and the impact that this experience had in their lives or jobs.

Recommendations

LEOs frequently experience vicarious trauma because of their exposure to the victims of trauma. Vicarious resilience can reduce the negative effects of working with trauma victims and the potential of vicarious traumatization (Hunter, 2012). Because the scope of this qualitative research was limited to LEOs in the southwestern region of the United States, it is recommended that future researchers use the findings to conduct qualitative research on LEOs in different geographical regions of the United States to further refine the dynamic concept of vicarious resilience. It would be interesting to see whether the themes that emerge from law enforcement populations from other areas of the country are different. It also is recommended that future researchers conduct quantitative studies on the phenomenon of vicarious resilience in LEOs. Finally, future researchers should consider studying the ways that LEOs' awareness and application of vicarious resilience benefit trauma victims.

Implications

Results of this study can stimulate positive social change within law enforcement organizations by ensuring that LEOs become aware of vicarious resilience and the ways that it can reduce the negative impact of working with the victims of trauma and the potential for vicarious traumatization. LEOs can benefit from recognizing and applying the themes of vicarious resilience during their work with the victims of violence and trauma.

This study can be used as a resource by police educators as they develop training for police academy recruits about the psychological aspects of chronic exposure to

trauma victims and the ways in which the concept of vicarious resilience can help them to handle vicarious exposure effectively. Introducing LEOs to vicarious trauma and vicarious resilience early in their initial training could help to assuage the negative effects of working with trauma victims and developing vicarious trauma themselves. Results of this study could stimulate positive social change through the application of vicarious resilience that might improve the societal health of LEOs and their families. Individuals who might benefit from the results of this research include psychologists, law enforcement agencies, LEOs, and their families.

Conclusion

Findings generated from this phenomenological research help to close the gap in the literature by describing and confirming the ways that vicarious resilience was experienced by 10 retired LEOs from the LASD. The results demonstrated how the dynamic process involved in vicarious resilience is unique to the LEO population. Analysis of their experiences revealed the ways that LEOs in the southwestern region of the United States manifested vicarious resilience.

The RQs were foundational to understanding the LEOs' experiences of witnessing victims demonstrate resilience in the face of adversity and how it impacted their lives and jobs. The results of this study offer a proactive measure to the negative effects of working with trauma victims and the potential of vicarious traumatization through the application of vicarious resilience. Becoming aware of and applying the concept of vicarious resilience can benefit LEOs by reducing the potential development of vicarious

traumatization. LEOS can demonstrate strengths while working with the victims of trauma that can give the victims a sense of hope and healing.

Hope, a recurrent theme of vicarious resilience, was identified as key to sustaining the LEOs while they worked with the victims of trauma. The LEOs also carried the hope that they would respond in similar ways when faced with adversity. The application of vicarious resilience helped them to deal with negative exposure by giving them a perspective of hope toward their future work that the victims would be resilient.

The identified themes can be beneficial to law enforcement organizations as they develop curriculum content that focuses on developing awareness and application of vicarious resilience. This study showed that the LEOs' lives and jobs were impacted positively by their experiences. This information can be valuable to the current LEOs who work with the victims of trauma.

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Appendix A: Prequalifying Survey

1. Working as a LEO, have you ever encountered a victim of crime/trauma who impacted you because of their unique capacity to overcome adversity?
2. Did this experience of witnessing the victim overcome adversity have an impact on you or your job?
3. Would you be interested in participating in a 45-60-minute research interview based on your responses?

If you are interested in participating in a 45-minute face to face interview, please put your name and contact information in the space below.

Name _____

Contact Phone # _____

Email Address _____

If you have any questions or need more information, you can contact me at

janet.pair@waldenu.edu

Appendix B: Interview Questions

1. How many years have you worked in law enforcement?
2. How many years did you work patrol or an assignment where you had direct contact with victims of crime/trauma?
3. Can you provide an estimate of how many victims of crime/trauma you have worked with? Can you briefly describe the types of trauma these individuals have experienced?
4. Has your department provided any training in dealing with victims of trauma/violence?
5. Has your department provided any training, either informal or formal, in the field of resilience?
6. Have you ever experienced a victim of crime/trauma who displayed a unique capacity to overcome the present adversity? If yes, what unique characteristics did the victim exhibit?
7. How has the experience of witnessing a victim demonstrate resilience impacted you in your life or job?
8. Has your self-perception changed because of witnessing the victim's resilience? Yes or No. If yes, how has it changed?
9. From your experience of witnessing victims displaying resilience, have you experienced any changes in your view on society.
10. Is there now, or has there been, any departmental support to assist LEOs regarding their continued exposure to victims of trauma?

11. Have there been times when a victim's display of resilience has led you to reevaluate your own adversities?
12. Looking back at your career as a LEO and your exposure to victims of trauma, have you been aware if vicarious trauma or vicarious resilience had an impact on your life?