# Proven, Universal, Holistic, Culture Solution *(The Resilience Chain)*

**Used by:** Operating Rooms; Nuclear Subs and Power Generation; NTSB; Global Financial Networks; NASA; Nuclear Power; Many Other TCTF

## Public Safety Services

Highest Priority is Community Public Safety, Wellbeing, Resilience, Community Needs

### Roles

(1) **Customers/Process-Owners** Define and Justify the Requirements/Business-Need, Define and Justify the Costs and Benefits and establish the Business Case. Consider Recommendations. **OWN SOLUTION** . **ENSURE FUNDING**

(2) **Service Providers** – *Establish, Maintain, Manage, Deliver - Report Service Levels, as per Business Agreement.*

## Human Performance

***A Service Provider that cannot Correct and Prevent Problems – is dysfunctional***.

Use PROVEN Methodologies …. Statistics show majority of events are Dormant, Latent Org/Cultural Issues. Assume People are Innocent until ROOT CAUSE determines otherwise.

Corrective & Preventative Action Analysis focuses on "Why Error Prevention Barriers" failed. Key Recruitment "Deep Onboarding" – determine "Fit" "In or out."

## Psychological Safety

An environment where it's OK to Challenge and be Challenged (e.g., preventable NASA Shuttle Event). Along with proven EDI Continuum. Proven to Eradicate Racism, and basis of "Self-Regulation."

Enables all other Behaviours, Actions, Processes and Practices, that building capability and confidence - enables People to creates World-Class Results.

## Community Safety, Wellbeing

Focuses/Links to the Community – creates & sustains "Trust and Confidence." Direct connection and Integration with the Police - clear, focused, and quantifiable - e.g., Indigenous Cultural Alignment between Policing and the "Community." (e.g., Thunder Bay Police, best known example).

**Significantly Improves Police and Community "Resilience" . . . The ability to adapt when faced with adversity, trauma, tragedy, threats or even significant sources of stress.**

**Sample Integrated Culture Components**
- Oversight and Governance
- **Eradication of Racism**
- **Improved Mental Health**
- Professionalism
- Peer Reviews/Benchmarking
- **Leadership**
- Transit Policing
- Recruitment, Retention
- Continuous Learning & Improvement
- Code of Conduct, Ethics, and Honor
- Many other Enabling, Supporting, and Training, Processors and Practices

## People are Valued

They are – and must be Treated as the most important Asset.

Their Beliefs and Values are the "Culture" that determines the Performance and Resilience of the Organization.

## Self-Regulation

Accountability, Collaboration, Teamwork, and Aligned to achieve the "Greater Good" through "Respect & Confidence," "Self Actualization" and "Self Fulfillment." **The Core of "Duty to Intervene"** – Consider "Uvalde," "Yatim"

## Continuous Improvement

Pursued by "Professionalism," and "Competition" - Evolves Culture and "Benchmarking," "Peer Reviews"

People realize "Fulfillment" " Actualization"

## Organization Performance

- **Proven "Significant" Performance and Mental Health Improvement."**
- **People achieve "Barrett Vales."**
- **Improved Recruitment, Retention.**
- **Community Trust and Confidence**
- **Public Safety, Wellbeing, Resilience**
- **Addresses Community Needs**