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Programs & Services:

24/7 Crisis Helpline Services 24/7 Rape Crisis Services SAND (Sexual Assault Network of Delaware Advocacy Coalition) Reassurance Program

Our National Affiliations



Contact Us

<http://www.contactlifeline.org>

Crisis Line:

NCC (302) 761-9100

KT/Sussex (800) 262-9800

From the New Executive Director...

One of the nicest gifts we can give one another is simple *courtesy*. In a world full of multi-tasking, hurried, bump-and-run people, it's easy for many of us to be discourteous, perhaps even unwittingly. We forget to hold the Post Office door open for someone following behind with a large package, or we accidentally jostle another in our haste to get somewhere, without making even the smallest apology for our rudeness. Almost all of us are more or less guilty of incivilities to others. And sadly, the accumulation of all the missing little kindnesses we might have enjoyed from, or shown others whom we encounter in the course of life makes the burden of our days just a bit weightier.

I was shopping in a grocery store last week when I repeatedly encountered an individual in a motorized wheelchair – the kind stores make available for those of us who don't ambulate well, especially while shopping. The occupant kept stopping the conveyance in the middle of the crowded aisle and then nimbly dismounted it to grasp or reach for items, apparently unaware she was not the only shopper in the store. A bit peeved, I gathered my supplies and paid for them. As I left the checkout counter, I heard a little boy say behind me, "Mister, you dropped this": it was a five dollar bill. I gave the child the money and thanked him, leaving the store with a renewed appreciation of the kindness of others.

In an era of war, terrorism, crime, unemployment and so many other mean things largely beyond our control and which vex us all, we must find a way to be kinder to one another. Simple charities toward others, a renewed awareness that we're all part of a great family and thus brothers and sisters to one another, a real commitment to treating others as we ourselves wish to be treated... these are the things that soften life's rough edges.

I hope Mother Nature is charitable to all of us and brings an early spring to every corner of Delaware. After repeated snowstorms, ice, wind and cold, it's time for a new season! May the coming months bring Daffodils and crocuses to your garden, pink blooms upon your orchard and sweet birdsong through your windows.

-- Carl



ContactLifeline's New Crisis Services Training Coordinator Has Big Plans for Volunteer Training!

When speaking to some of our long time Volunteers, I often hear about how wonderful it was to participate in Volunteer-oriented training events many years ago, when experienced Volunteers functioned as trainers. Veteran Volunteers were involved with the incoming trainees from day one, where they made immediate and lasting connections with the new Volunteers. I am excited to tell you that we are once more utilizing the experience of our veteran Volunteers, who will once again play a key role in our newly upgraded Volunteer training program.

The new program is designed to be learner-centered, performance-based and highly interactive. To be more accommodating to our incoming Volunteers, it will also include several on-line training modules that can be accessed from home. The focus will be redirected toward empathic, active listening skills, with ContactLifeline's standard procedures emphasized throughout the training and included in class exercises.

With the assistance and supportive guidance of one of our dedicated Volunteers, we have been able to offer several advanced *in-services* (ongoing training events) in a webinar format. Volunteer feedback regarding the webinars has been overwhelmingly positive, and the ratio of Volunteers attending in-person to Volunteers attending via webinar has been 1:1. Our next Volunteer Sexual Assault Specialist training class starts February 1st; our next Volunteer Helpline class starts April 13th.

I look forward to welcoming our incoming Volunteers and participating in the training process! Please refer to the Events section of the newsletter to see the full schedule of training events.

-- Julia Fagnilli, Crisis Services Training Coordinator

Spotlight on a Volunteer: *Bob Brandt*



After listening to thousands of desperate callers over the past 26 years, Bob Brandt knows first-hand how ContactLifeline can change the lives of both its clients and volunteers.

Prior to his retirement from DuPont, Bob served as an Equal Employment Opportunity officer with the company. His work with female employees exposed him to the issue of sexual assault. When a loved one was sexually assaulted in the mid-1980s, Bob saw a newspaper advertisement by ContactLifeline seeking volunteer "listeners". He trained in reflective listening skills, and

then learned how to provide telephone counseling to victims of sexual assault/rape and persons at risk of suicide. Since 1986, Bob has regularly volunteered with ContactLifeline, patiently listening to callers in crisis, linking them to ContactLifeline’s paid professional staff or providing information and referral regarding appropriate services in the community.

Because of confidentiality issues and operational protocol, Bob doesn’t often know if his efforts as a ContactLifeline listener have helped a sexual assault victim or kept someone at risk of suicide from taking his or her life. Occasionally, though, he learns that his work has achieved its purpose. One day some years ago, Bob was manning the Crisis Hotline when he took a call from a Delaware State Trooper. The Trooper was stopped on the Delaware Memorial Bridge, in the company of a desperate man intent on giving his life up to the cold waters of the Delaware River. At Bob’s suggestion, the Trooper handed his cell phone to the man. Bob patiently listened while the man spoke of his troubles, gently but skillfully encouraging the fellow to rethink his situation. Three hours after the call ended, Bob received a call from someone at Wilmington Hospital: the man was safe.

“It doesn’t happen often, but when it does, it makes you feel great”, Bob says about learning the outcome of a potential suicide. “It’s tremendously reinforcing and gratifying.”

Bob Brandt gains satisfaction from knowing that his volunteer work at ContactLifeline helps others who find themselves in moments of dark desperation. He also benefits from mentoring newer volunteer listeners. And, he particularly enjoys the camaraderie and friendship he has with other listeners, many of them also long-time volunteers with ContactLifeline.

“I thought I had a very satisfying career while I still worked, but this is even more satisfying”, Bob says as he sums up his decades of experience as a ContactLifeline volunteer.

Spotlight on a Staff Member: *Josie MacLaine*



Josephine “Josie” MacLaine is ContactLifeline’s *Program Coordinator*, working in the agency’s Milford office. A Milford native, Josie first became involved with ContactLifeline when she worked as a volunteer. Her work now takes her to all parts of Kent and Sussex counties. She is responsible for training Rape Crisis Specialists – individuals who accompany sexual assault victims to hospital emergency rooms, meetings with law enforcement officers and, occasionally, court appearances. Rape Crisis Specialists also place “follow up” phone calls to sexual assault victims in Kent and Sussex counties after being alerted by ContactLifeline’s *Crisis*

Helpline (1-800-262-9800). Josie is well trained and highly skilled, and provides many hours of unpaid service each week to victims of sexual assault living in Kent and Sussex counties.

Josie's work with ContactLifeline brings her professional and personal satisfaction like no other job she has held before. "As a volunteer, I loved being able to provide support and comfort to victims and survivors of sexual assault, one person at a time. As the Program Coordinator, I have increased the scope of my impact by having the responsibility to recruit and train quality individuals to respond to sexual assault victims with compassion and empathy", she says.

Josie MacLaine holds a B.S. degree in Behavioral Science.

Milford Happenings...

Greetings from ContactLifeline's Milford Office!

We are excited about carrying out our mission in 2011 in Kent and Sussex Counties. In the past couple of months, ContactLifeline has welcomed several new staff members. Our Milford office is happy to introduce Deane' Moran as our new prevention counselor. In addition to office and wellness center setting counseling, Deane provides the community with presentations on sexual assault and teen dating violence.

Josie MacLaine joined us in July of 2010. She is responsible for the training and supervision of volunteers; and educating our community on sexual assault related issues. Our next Rape Crisis Volunteer Training Class is scheduled to begin January 25, 2011.

I provide clients with follow-up calls and counseling services in the schools and in our office.

Please feel free to contact us at 302-422-1154 - we would love to hear from you!

On behalf of our office, Happy New Year!

Iris Drane

Aftercare Counselor/ Office Manager

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Calendar/Upcoming Events:

- **Sexual Assault Specialist** (formerly Rape Crisis Worker) **Training**; Tues & Thurs; 6 pm-9 pm; 2/1/11 to 3/3/11 (Wilmington)
- **Advanced In-Service Training** "Out of the Darkness - Stewards of Children"; Wed 2/23/11; 6 pm to 9 pm (Wilmington)
- **Spring Helpline Training**; Wed; 6 pm to 9 pm; 4/13/11 to 5/25/11 (Wilmington)