

Connections

Bringing the Community Together

VOLUME 2008, ISSUE 1

WINTER 2008



The Crisis Center Proudly Welcomes Arkansas 2-1-1

The United Ways of Arkansas and The Crisis Center has proudly partnered together to establish a local 2-1-1 call center for the residents of Northwest Arkansas.

Thanks to the persistence and dedication of United Ways, the state of Arkansas will be the 17th in the nation to offer this, easy to remember phone number, which provides a quick link for the community to it's resources.

The Northwest Arkansas 2-1-1 call center will take calls from residents in the 479 area code between the hours of 8 a.m. to 5 p.m., and will service a variety of needs throughout the community.



While services that are offered through 2-1-1 vary from community to community, the concept behind the call center aids in the ongoing mission of "helping people help themselves."

Callers to the 211 call center, from across the state, in a crisis situation will be transferred directly to our crisis line, so we do anticipate a much greater need for volunteers this year to help meet the demands of the entire state.

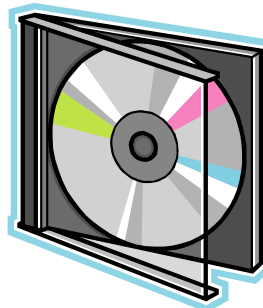
Please visit www.arkansas211.org for more information on this new resource for residents in need.

Now Taking Orders for the 2008 Resource and Referral Guide

An updated edition of our statewide agency resource and referral guide will soon be available. And this year, something is different. As part of our effort to "go green," we will offer the guide electronically on CD.

How does this improve an already valuable tool for agencies?

- PDF format which can be viewed on most computers.
- Easier searching and navigation of the large guide.
- Easier sharing of information with staff and clients.
- Less space needed for storing the guide.
- Lower cost! \$15 plus \$2 shipping & handling



For more information, see order form inside on page 6!

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Volunteer Training Scheduled for February 2008!!!

Are you interested in helping people in need? Do you like making your community a better place for people to live? Are you looking for the opportunity to make a real difference by providing hope and solutions to those experiencing a crisis? If so, The Crisis Center needs you!

The Crisis Center has an immediate need for crisis hotline volunteers. Since the lines are available 24/7, there are available shifts to fit any schedule -- days, evenings, nights, even weekends!

We will be hosting a Volunteer Orientation Meeting on Sunday, February 17th, from 12:30 PM to 1:15 PM at the Jones Family Resource Center (AKA the JTL Shop) at 614 East Emma Avenue.

Several current volunteers will be present to give an overview of the many ways to serve through the crisis center—from administrative opportunities and special event help to manning our 24-hour crisis lines.



For those interested in joining our volunteer team as a helpline volunteer, our first training session will be held immediately following the orientation, from 1:30 to 5:30pm. *The complete training schedule is shown on the calendar on page 5 of this newsletter.*

Our 20-hour crisis line volunteer training covers communication techniques, community resources, crisis intervention skills, and other topics that can be quite helpful for everyone in NW Arkansas. This training is perfect for community leaders, outreach coordinators, church ministry directors and anyone who just wants to know what to do when life brings those sticky situations to your door.

Training is excellent and FREE. The only prerequisites are a compassionate heart and a desire to help.

For directions, questions, or to RSVP, please call Amie Regester at 479-756-1995 or email at aregester@nwacrisiscenter.org.

19th Annual Peer Helper Conference Welcomes Diversity!

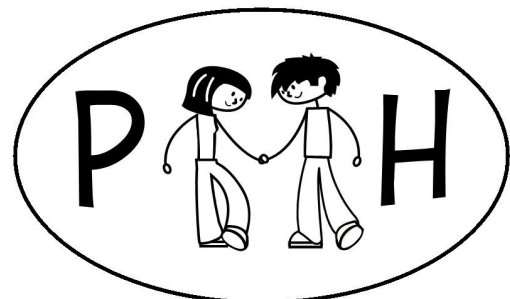
The 19th Annual Peer Helper Conference: A Promise for Tomorrow, will be held at the Jones Center for Families on Friday, March 14th, 2008.

This year, the Crisis Center will be holding it's annual Peer Helper Conference a month later than usual to coincide with the Arkansas Attorney General's Youth Suicide Prevention week.

According to Cultural Outreach Coordinator Vanessa Benavides Lovell, "this year's conference will welcome leaders from diverse communities in hopes of educating our community about high risk groups." A recent study done by the Department of Health and Human Services reveals that gay, lesbian, bisexual and transgendered youth may comprise up to 30

percent of completed youth suicides annually*. Conference organizers are expecting a healthy response from community organizations are excited about the opportunity to share vital information with the area's youth leaders.

*(www.outproud.org/article_suicide.html)



Arkansas Peer Helper Programs

Nature's Natural Coping Mechanism



Since January of 2007, over forty-two hundred calls come in to the Crisis Center lines. Of those calls, 30 percent pertain to a variety of mental health issues, and over 75 percent of these mental health issues can be categorized as anxiety and/or fear related.

According to a 2007 study, done by the Anxiety Disorders Association of America, seven out of ten adults in the United States say they experience some level of anxiety daily. As a result, sleep, one of nature's natural coping mechanisms, can be severely affected.

Of the 40 million adults in the U.S. who are affected by anxiety disorders, 76 percent report the physical effects of sleepless nights can be overwhelming.

Some of the physical effects can be; headaches, nau-

sea, pounding heartbeat, back pain, and dizziness. More than one-fourth of adults affected by anxiety disorders have reported an inability to function properly throughout the day.

Although stress and anxiety can be a normal part of life, the results of stress and anxiety leading to a psychiatric disorder can be propelled by an inability to sleep. Below are some tips on how to sleep soundly:

Make sleep a priority. Block out seven to nine hours for a full night of uninterrupted sleep, and wake up at the same time every day, including weekends.

Establish a regular, relaxing bedtime routine. Avoid stimulating activities before going to sleep.

Never watch TV, use the computer, or pay bills before going to bed. Read a book, listen to soft music, or meditate instead.

Avoid coffee, chocolate, caffeinated soda, or nicotine. These are stimulants that can keep you awake.

Make sure your bedroom is cool, dark, and quiet. Consider using a fan to drown out excess noise, and make sure your mattress and pillows are comfortable.

Use your bedroom as a bedroom. It should be for sleeping and relaxing only, not for watching TV or doing work.

Clear your head. Keep worry and stress outside the bedroom.

Exercise. Regular exercise will help you sleep better, but limit your workouts to mornings and afternoons.

Get into bed only when you are tired. If you don't fall asleep within 15 minutes, go to another room and do something relaxing.

Avoid looking at the clock. This can make you anxious in the middle of the night. Turn the clock away from you.

Do not take naps. Taking a nap can throw off your body clock. If you are particularly tired and feel you must nap, sleep no more than half an hour.

Talk to your doctor if you still have problems falling asleep. You may need a prescription or herbal sleep remedy.

*(<http://www.adaa.org/GettingHelp/FocusOn/Sleep.asp>)

Going... Going... Green!

Over the last 6 months, you've probably noticed more and more companies in Northwest Arkansas "going green." The area's ecological convictions have quickly spread throughout community and even into the office of The Crisis Center. As a result, the Crisis Center has developed several in-office initiatives, such as recycling plastic bottles and participating in a paper recycling program, but one of the major ways we will reduce our carbon footprint in 2008 is by moving towards a paperless office!

We are making plans to record all our call sheets in an online database instead of on paper, and this alone will save thousands of sheets of paper. Our 2008 Resource and Referral Guides will be offered on a CD-ROM, which will be both convenient to use and to ship. If you'd like to pre-order your Resource and Referral Guide, please contact us at ktown-sley@nwacrisiscenter.org, or complete the order form found on page 4 of this newsletter and fax it to 479-

756-2338. We'll also be offering this newsletter as an e-newsletter instead of just a hard copy. Email us at the above address to make sure we have your most current contact information.

Other eco-friendly challenges we're taking on during 2008 include drinking more frequently from reusable mugs or glasses. One staff member's new year's resolution is to not use any Styrofoam tableware the entire year.

We'll also watch our energy consumption, try to pack more lunches, and recycle bottles and cans from in-service. We encourage you to join our efforts! If Everyone does a little and we'll make quite an impact. Here's to being green in 2008!



Calling All Potential CISM Volunteers

Since 1987, the Northwest Arkansas community has benefited time and again from the volunteer services of the NWA CISM Team.

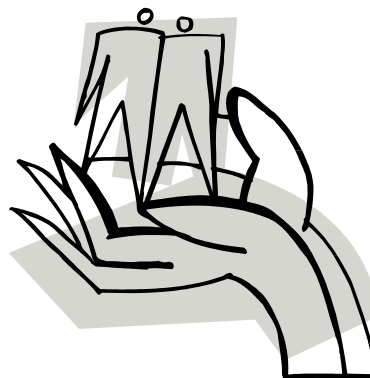
CISM, or Critical Stress

Originally, these services were primarily in the form of debriefings for emergency services personnel after they responded to traumatic incidents.

Over time, our CISM services have been extended to schools and churches, to business and industry worksites – to almost

any group of people who have shared a traumatic experience.

Currently the NWA CISM Team is in need of all types of volunteers,



including Mental Health Professionals, Emergency Services Personnel, Pastors, Teachers, School Counselors, and Professionals of the corporate community.

The NWA CISM Team considers applications for membership at any time. If you are interested in becoming a part of this very important service or are in need of services from our CISM Team, please call Vanessa at 479-756-1995.

Volunteer Training Schedule

New Volunteer Orientation

Sunday, February 17th

12:30 PM to 1:15 PM

If you know you want to help, but aren't sure where to start, this is the place to be. Everyone is welcome and snacks will be served!

Hotline Volunteer Training—Session 1

Sunday, February 17th

1:30 PM to 5:30 PM

Hotline Volunteer Training—Session 2

Monday, February 18th

5:30 PM to 8:30 PM

Hotline Volunteer Training—Session 3

Tuesday, February 19th

5:30 PM to 8:30 PM

Hotline Volunteer Training—Session 4

Wednesday, February 20th

5:30 PM to 8:30 PM

Make-up dates will be scheduled as needed.

For more information, contact Amie Regester at 479-756-1995, or by email at aregester@nwacrisiscenter.org

2008 Statewide Resource & Referral Guide

NWA CRISIS INTERVENTION CENTER

Information & Referral Book
Order Form

The 2008 Resource & Referral Guide will be available on CD-R for **\$15 plus \$2 shipping & handling or in print for \$30 plus \$5 shipping & handling.**

Mail or fax completed form with full payment to the address below. Make checks payable to The Crisis Center. This publication is compiled and updated annually by the Northwest Arkansas Crisis Intervention Center. Every effort has been made to eliminate errors and inaccurate information in this publication. We welcome your assistance in making this Information and Referral Directory as comprehensive and user friendly as possible. Please record any comments, corrections or updates that you may have and mail, fax or e-mail to the following address:

The Crisis Center
Attn: Kirsten Townsley
614 E. Emma, Suite 213
Springdale, AR. 72764

(479)756-1995 Business Office
(479)756-2338 Fax Number

ktownsley@nwacrisiscenter.org

Available Editions for 2008:	Price	Quant.	Total
Resource and Referral CD-Rom	\$15		
Resource and Referral Book	\$30		
Subtotal			
Shipping:			
<i>Check Box if You Prefer to Pick up Your Order at our Business Office</i> <input style="margin-left: 100px;" type="checkbox"/>	\$2 per CD		
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The Season of Giving

As we move away from the Holidays, I have found myself thinking about the gift of giving. Working for an organization where so much is done by volunteers, I began to think about these wonderful people and what they might get psychologically from their generous actions.

What I found is not surprising, but none the less nice to think about. Giving not only helps others. It's good for you too. In Psychology Today, heart specialist Dr. Herbert Benson states, "For millennia, people have been describing techniques

on how to forget oneself, how to experience decreased metabolic rates, lower blood pressure, lower heart rates and other health benefits. Altruism works this way, just as do yoga, spirituality and meditation."

One of the best-known studies regarding the benefits of altruism was reported by psychiatrist George Vaillant in his 1977 book, "Adaptation to Life," which was based on a 30-year study of a group of Harvard graduates. Observing which men were healthy or ill by the time they reached their fifties and comparing this with the atti-

tudes they lived by, Vaillant concluded that adopting an altruistic lifestyle is a critical component of mental health.

It is clear that none of the aforementioned reasons are necessarily the motivation behind the work of our volunteers and of so many others, but a wonderful bonus to consider. May we all be inspired by the work of volunteers and participate ourselves in the gift of giving.

Contributed by Erin Carroll, Clinical Supervisor for the Crisis Line.

Thank You 2007 Charity Challenge of Champions!!!

The NWA Crisis Intervention Center would like to thank the following individuals and corporate sponsors. Their generous gift of time, resources and passion to this amazing event ensures that help is just a phone call away for Arkansans with no one to turn to in their time of crisis.

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Mark your Calendars:

**The 17th Annual Charity Challenge
Of Champions**

September 25-28, 2008

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Your gift is Important!

Please help The Crisis Center reach people in need! If you or someone you know is interested in volunteering or contributing to The Crisis Center, just complete the following form and mail it to: The Crisis Center, 614 E. Emma, Suite 213, Springdale, AR 72764. At *The Crisis Center, your dollars can literally save a life!*

Name _____

Address _____

City, State an Zip Code _____

Phone _____

I want to be a volunteer! Please send me information

Please Accept this as an Anonymous Gift



Helping People Help Themselves

NWA Crisis Intervention Center
614 E. Emma Avenue, Suite 213
Springdale, Arkansas 72764



A United Way Agency

**At The Crisis Center, we envision a world where
“All people will have the help they need to prevail over crisis
and then use the experience to make positive changes in their lives.”**