



## TRAUMA'S TRAGIC TOLL

Traumatic events occur everywhere everyday. You see and hear them on the national news...Three officers shot in Pittsburgh...14 people killed in Binghamton in a gunman's rampage... On the local news.... Another young man gunned down on the east side of Buffalo...violence in our city schools ...and the devastation of Continental Flight 3407 crashing in Clarence. And the news we receive from family and friends...A group of local teenagers are killed in a motor vehicle accident...a fatal fire in our own town...a friend's sister completes suicide.

What do all of these events have in common? What is often not covered by the media is the enormous impact these traumatic events have on the victims,

**These traumatic events typically leave people feeling very vulnerable, and have the power to re-shape the way people view the world.**

survivors, and witnesses, often well after the camera crews have left the scene. Many will go on to develop Post-Traumatic Stress Disorder (PTSD), a debilitating mental illness that causes flashbacks, numbness, depression, anxiety and physical illness, all at a tremendous cost to our society and medical system.

These traumatic events, often referred to as critical incidents, typically leave people feeling very vulnerable, and have the power to re-shape the way people view the world. In addition, they cause most individuals to

have significant stress reactions, including difficulty eating and sleeping, anger, flashbacks, anxiety, nightmares, physical illness, and an overall struggle tending to school and work responsibilities.

Crisis Services' Trauma Response Program provides crisis intervention services 24 hours a day for those that have experienced these life-changing events. Specially trained Trauma Response Counselors are available 365 days a year to go out to people's homes, schools, or businesses to provide immediate intervention, thereby decreasing that individuals' chances of developing PTSD. This program has served thousands over the years, via immediate on-site crisis intervention, follow-up, and referral to ongoing services in the community. For those who have lost loved ones to suicide, the program offers volunteers who are suicide survivors to talk with the family and share their own loss and path to recovery.

A new partnership with the Stop the Violence Coalition partners Trauma Response Counselors with volunteers who have lost loved ones to homicide and are interested in helping others heal after homicide of a loved one (more on this partnership inside). Services are available 24 hours a day by calling 834-3131 and asking for the Trauma Response Program.



### IN THIS ISSUE



#### A MESSAGE From The Director



#### APRIL... A Month for Awareness



#### APPRECIATING Those Who Serve

## A MESSAGE FROM THE EXECUTIVE DIRECTOR

### Myths and Learning

Myth #1 involves the fact that Executive Directors know everything about their agency's business. Indeed, they do not! Myth#2, Trauma can be outlived, set aside to be handled another day, something you can just deal with in your gut, as in, I can handle anything that comes my way.

When I became Executive Director in early 2001, I knew most of the terms that were used in my office or in the Board Room. The term Trauma was something I thought I knew but I later learned I knew very little. I have learned that Trauma is a creeping invisible emotional thing that can grow, disappear, return and come back again. Trauma can lead to Post Traumatic Stress Disorder if certain steps are not taken to address the invisible.

Executive Directors don't know everything but I can confidently say that 8 years after my start at Crisis Services, I have learned that the best response to Trauma is the quickest, most straightforward action possible and the one which allows those affected by a violent incident to speak openly about their feelings, their limitations and their pain. Here at Crisis Services, our Trauma Response Program is staffed with "First Responders", ready to deal immediately with those who have experienced trauma, 24 hours a day, seven days a week. Without this immediate response, people who are traumatized could find themselves questioning their feelings and their behavior. Our First Responders strive to reduce the hardening of the emotional scar tissue. The work of our Trauma team never ceases to amaze me and while it is nearly impossible to measure the benefits of our First Responders, I know their service is invaluable.



Douglas B. Fabian, Executive Director

A handwritten signature in black ink that reads "Douglas B. Fabian". The signature is written in a cursive, flowing style.

**2009 CRISIS SERVICES  
SAVE THE  
DATES** 

**AUGUST 3, 2009**

**Crisis Services**

**2nd Annual Golf Tournament**

at Transit Valley Country Club

There's still time to reserve your space! Call 834-2310 ext. 123

**SEPTEMBER 19, 2009**

**Out of the Darkness**

**Walk to Prevent Suicide**

Delaware Park Rose Garden



**OCTOBER 6, 2009**

**Crisis Services' 23rd Annual 'Men Who Cook' at the Statler Ballroom**

**OCTOBER 22, 2009**

**Girls Night Out**

A fashion show aimed at increasing awareness of domestic violence.

For more information,  
visit our website at [www.crisisservices.org](http://www.crisisservices.org)



## CRISIS SERVICES VOLUNTEER APPRECIATION PARTY

The Steer Restaurant & Saloon on Main Street was the setting for the annual Crisis Services Volunteer Appreciation Party held on Saturday April 18th. More than 40 people were in attendance as the agency took time to honor the many men and women who volunteer their time to help make Crisis Services available 24 hours a day, seven days a week. Volunteers are utilized by two programs within the agency – the Advocate Program and the Crisis Counseling Program (the Hotline).

Volunteers for both programs are required to complete an intensive training session, after which they commit to work for a minimum of six months. Many volunteers do stay on after their six month commitment is over, some for many years. Recognizing the importance volunteers play in the success of the agency, Robyn Wiktorski-Reynolds, in her remarks to the audience commented: "We could never do this without you."



CCP Volunteers Bob Kochanski & JJ Tasca talking "shop" with Arthur Dietz.



Advocates Kelly Warren, Lovell Pompey, Markeysha Clark & Deborah Browning



For more information  
on volunteering,  
go to our website at  
[www.crisisservices.org](http://www.crisisservices.org)

Crisis Services Staff members Emily Chuba, Arthur Dietz, Lisette Montalvo, Rebecca Stevens & Robyn Wiktorski-Reynolds smile for the camera



## A LOOK BACK AT SEXUAL ASSAULT AWARENESS MONTH

April was Sexual Assault Awareness Month. In recognition of this national prevention and awareness effort, the Advocate Program, as the NYS Department of Health designated Rape Crisis Center for Erie County, annually organizes as well as participates in a variety of events in our community. This year, the sexual assault service providers in Erie County chose to highlight the importance of Men As Our Allies in the struggle to end violence against women. To accomplish this task, the Advocate Program organized an awareness campaign that provided information to men on the importance of the issue of sexual assault. Campaign information was placed in men's restrooms in restaurants and bars across Erie County and provided them with information and suggestions on how they could be involved.



Buffalo's Electric Tower in teal

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To see a link to President Obama's proclamation recognizing this national awareness effort, please visit the Sexual Assault Awareness Month section listed on our website at [www.crisisservices.org](http://www.crisisservices.org)

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Members of UB Men's Group, showing off their Walk-A-Mile shoes

For the 3rd year, the Advocate Program collaborated with UB Men's Group in Walk-A-Mile-In-Her-Shoes, a march to raise awareness to the issue of violence against women in which men participate by completing the walk wearing women's shoes. A press conference was held at the agency on April 24, in which the many stakeholders of the Rape Crisis Advisory Committee including Erie County District Attorney Frank Sedita III rallied together in a unified voice about the importance of sexual assault prevention. The Executive Chambers of both the County Executive's office and the Mayor of Buffalo's office also produced proclamations of April as Sexual Assault Awareness Month. And as a special attraction, on April 24 and 25th the Electric Tower in the City of Buffalo was lit teal, the national awareness color of sexual assault, as a reminder to the community about the many survivors in WNY.

## ECONOMIC DOWNTURN IMPACTS CRISIS SERVICES

While the economy continues to batter business and non-profits both locally and globally, Crisis Services is dealing with the reality of funding cuts in two critical areas: the Trauma Response Program, which was highlighted in this newsletter, as well as our Mobile Crisis Response Team Children's Program. The irony of the timing of these cuts is that, due to the economic downturn, the demand for our services continues to increase.

Crisis Services was notified in mid May that The Trauma Response Program funding was cut 100% and our Advocate Program's domestic violence services experienced a 50% cut by the United Way, who is struggling with their own losses as a result of the decline in United Way donors. Crisis Services is determined to quickly address this unexpected gap in financial support for these services, not only because of the unprecedented need, but also because of the collaborative efforts to get services to those impacted by violence.

The Erie County Department of Mental Health has decided to move our Mobile Crisis Response Team Children's Program to another human service organization effective July 1, 2009. Crisis Services has a long history of providing crisis intervention and expanded this need to children four years ago, in partnership with a grant by the County, to address a definite gap in services for children in crisis in our community. Although extremely disappointed by this governmental decision, we no longer will be in providing immediate face to face on-site intervention and services for children under the age of 18 in Erie County. We appreciate the many relationships we developed over the past 4 years in providing the services of the MCRT program and know that our efforts did have an impact with many children and families that utilized our services 24 hours a day. We will keep you posted via our agency website on the number to call as of July 1. By the time this newsletter went to print the other agency chosen to manage the MCRT did not have the number yet established.

## CRISIS SERVICES PARTNERS WITH STOP THE VIOLENCE COALITION

The Stop the Violence Coalition (STVC), formed in 2004 in response to the growing number of homicides in Buffalo, aims to galvanize the community in an effort to end the violence plaguing our city streets. Also commonly referred to as the "Peacemakers of Buffalo", STVC is a coalition of community-based organizations that are committed to making Buffalo a safer place to live. STVC's programming focuses on youth prevention and mentoring services, outreach and support services, and community awareness. Crisis Services is proud to be a new partner with STVC and will be responding on-site with STVC Volunteers in the aftermath of homicides to provide Trauma Response Services to the friends of families of homicide victims. Marc L. Fuller, Chairman of STVC commented about the developing partnership, " This relationship has been a long time in the making, and together we will make history, as well as a difference in the lives of those touched directly by senseless violence, especially the children". For more information on STVC, Marc can be reached at 882-STVC (7882).

## DONATE ONLINE

[www.crisisservices.org](http://www.crisisservices.org)  
(Secure Website)

You can charge your tax-deductible gift to:  
MasterCard, Visa, or American Express



**MAKE A DONATION TODAY!**

## PLEASE CONSIDER DONATING YOUR OLD CELL PHONE(S)

to Crisis Services  
to help survivors of  
domestic violence and  
sexual assault.

**Call 834-2310 ext. 146  
for more info.**



2969 Main Street  
Buffalo, NY 14214-1003

### CHANGE SERVICE REQUESTED

*A gift to Crisis Services today can help provide important trauma response services to people in our community. (See Trauma's Tragic Toll - front page)*

## OUR MISSION

Crisis Services is dedicated to promoting the health, safety, and well being of the community through prevention, education, immediate intervention and access to community wide resources 24 hours a day.

## TRIBUTE GIFTS TO CRISIS SERVICES

Make a donation today in support of Crisis Services and those who depend on our critical services.

Remember a friend, loved one or family member for a birthday, anniversary or special celebration or to offer a meaningful expression of one's sympathy, love and respect at the time of death with a gift to the Crisis Services Foundation. Your gift today can help Crisis Services continue to provide its excellent services and programs to individuals in need in our community, as it has since 1968. Treating and assisting people in emotional crisis through a variety of therapeutic services (24 hour hotline, suicide prevention, homelessness, rape and domestic violence, mental health and trauma, and issues facing children and adolescents) need your ongoing generous support. Enclosed in this Newsletter is a convenient remittance envelope for your use, or make a donation online by visiting our secure website at:

[www.crisisservices.org](http://www.crisisservices.org)

and charge your gift to MasterCard, Visa or American Express.

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