It is hard to believe that TIP Portland Maine has been providing emotional support to survivors of tragedy since 2005! In January of 2005 TIP National trainers held its first TIP Training Academy at the Portland Police Station. Wayne Fortin, TIP's founder was one of our trainers and there were 35 students that attended this first class; over the past 15 years we have trained over 150 eager students emotional first aid! Our partnerships have grown from assisting Portland and South Portland Police and Fire Departments and the trauma teams within Maine Medical Center, to responding to requests from the public safety departments in Westbrook, Gorham, Windham, Scarborough, Cape Elizabeth, Falmouth and Cumberland! We are proud of the reputation we have built as being a reliable resource for those within the immediate aftermath of a crisis and for the first responders and medical staff who are our everyday heroes! By arriving to take care of the emotional needs of survivors, we are allowing our heroes to do the critical work of saving lives and securing the safety of those on scene. Since 2005 TIP has responded to over 3,400 calls for service, spending over 10,000 hours at the scenes of tragedy and assisting close to 19,000 people in crisis. Since 2005 TIP skilled responders have provided over 238,000 hours of volunteer time to be sure TIP is alert and ready 24/7 and 365 days a year! TIP Portland feels it is important to establish relationships throughout the footprint it serves. TIP has and will continue to participate in community activities such as, Suicide and Overdose Prevention Awareness events, Annual 9/11 and National First Responder appreciation events, as well as National Nurses Day! Building relationships with those in the Refugee Immigrant (RI) communities to educate about our local emergency response protocols has been an area of focus for TIP. With the increasing rise in our newcomer population, misunderstanding between how things were and how things are now is expected and ongoing. With the funds awarded to Maine Behavioral Healthcare’s TIP program from the King Foundation, we are working to bring together first responders and RI community members to not only share what happens when a person dials 911 and prompts a response from our public safety system, but to also enhance the ongoing connections within our community. TIP Portland continually recruits new volunteers to join its team, life changes for TIP Volunteers as it does for those who TIP serves. Therefore, we hold two 8 day training class sessions a year, Spring and Fall so those who are wanting to serve their community are able to with a skillset that has been shown to be highly successful since 1985!

**Tuesday April 14th, 2020**

**Save the Date for Heroes with Heart 2020!**

**Imagine What YOU Can Do... Become a TIP Volunteer!**

Call Leslie Skillin, TIP Program Mgr. 661-6478
2019 is TIPs Busiest Year Yet!

In TIPs inaugural year with it’s first three partnering agencies, Portland, South Portland and Maine Medical Center, completed 62 calls for service in 2005. In 2019 with nine partnering agencies, including Maine Medical Center, TIP has been requested to assist on 379 calls for service! TIP volunteers have spent over 1,200 hours at the scenes of tragedy, assisted over 1,300 first responders by emotionally supporting over 1,700 people in crisis. In 2019 TIP volunteers donated well over 17,000 hours of their personal time to be sure that there was emotional first aid coverage 24/7 and to maintain a high level of skills readiness by attending monthly continuation education meetings.

Without the dedication of everyday heroes within our first responder and medical agencies, as well as the sacrifices of time and energy by TIP volunteers, Portland Maine and the surrounding communities would not see the benefit of having well trained, compassionate and caring people present at a time when an unexpected tragedy has forever changed their world. A calming presence for those in crisis can make all the difference in how someone will look back on that “worst day”. Adding in moments of gratitude, with acts of kindness can soften the blow of a tragedy, and in a good way, alter the memories of the event. Sincere appreciation and gratitude to those who place themselves in a position of being there for those in crisis, we honor you all!

South Portland Police Chief Retires

Chief Edward Googins

A Champion for TIP since 2005!

Chief Edward Googins was on board with the idea of having volunteers trained in emotional first aid at the scenes of his officers' crisis events since day one! Chief Googins recognized the benefits of having people who could provide support to the survivors of tragedy, but he also was progressive in the concept of calling in a resource that would allow his officers to do their important work of securing and investigating a scene. When these duties were completed, his officers could move on to assist another person in crisis, knowing that the survivor(s) he left, were being well cared for.

We have been honored to have Chief Googins as a community partner, serving on TIPs Advisory Committee for the past 7 years, standing up in support of TIP during budgetary hearings for TIP funding, and in 14 years, he has never missed one of our Annual Heroes with Heart honoring events!

We wish Chief Googins the very best for a long relaxing retirement, he has earned every wonderful moment that will be shared with his partner in life, Becky.

TIP Portland is looking forward to working with South Portland’s new Chief of Police, Timothy Sheehan from Tewksbury, Massachusetts.

TIP is thankful for all of the donations throughout 2019!

In January TIP was given the opportunity to participate in Portland Harbor Hotel’s yearly Ice Bar. TIP volunteers greeted and checked in the evenings guests, and were thrilled to do so! We were so grateful to be awarded $3,000.00 from a share of the event’s proceeds. Thank you to the Portland Harbor Hotel for their generosity!

In February Leslie Skillin, TIP Program Mgr. introduced TIP and its mission to over 200+ woman gathered at 100 Women Who Care Southern Maine. TIP received over $1,300.00 in donations and two incredible women stepped forward and became part of our TIP team during our Spring Training Academy! Thank you to all those who donated, all the funds were applied to our training classes and the resources provided to those we serve. Building community within a community of caring women, so cool!!

In August local small business Float Harder presented TIP with a donation check for being it’s “Float for Philanthropy” recipient! TIP volunteer Amy accepted the check on our program’s behalf, she also enjoyed a relaxing float and reported that it was “amazing”!

The South Portland Firefighter’s Union 1476 has been a supporter of TIP for several years now, each year presenting our affiliate with gifts of $500.00. We are so grateful for their support and we appreciate all they do for those in crisis!

ASAP Taxi awarded TIP 1,000.00 last winter for it’s work and the support we received from our Facebook followers! Thank you ASAP Taxi, you are a local business who cares!
Tell us a bit about yourself? I am married, have no children, and work full time. My hobbies include woodworking, sewing, gardening, crafts, and motorcycling.

How did you learn of TIP? I saw a recruiting advert in the Press Herald. There was a photo of a 1st responder and a TIP volunteer - walking with a small child, each holding his hand. The caption was, “Do you want to be a hero?”. It was emotionally captivating, and stirred my interest. I then went on to read the sports section, and forgot all about TIP. A week later, I saw the same advert and thought it must be a sign.

What about the TIP experience compels you to do this type of volunteer work? Seeing how a TIP presence allows 1st responders to pay full attention to their tasks, knowing that survivors are supported. Getting responses back from people I’ve worked with referring to us as “angels”, thanking us for getting information, and thanking us for “just being there” on the worst day of their lives.

How do you fit?

Volunteer Since
2012

TIP into your life? I post my 3 monthly shifts on a wall calendar at home, this reminds my husband & I that those hours are blocked off. We can still do most anything, except go out of town. I try to plan little tasks for the hours I am on call, so I’m not just sitting around waiting for a call to come in. I might balance my check book, clean out a junk drawer, or sort through a closet. If I get a call, I’m ready to go. If I don’t get a call, I’ve accomplished a task.

What has surprised you the most about becoming involved in TIP? How little sleep I really need! Yes, I groan when the pager goes off at 2 a.m. as I roll out of bed to respond to a call! But when I finish that call, I am always thankful that TIP was called in. It warms my heart to know that we are always available to offer support and comfort to someone dealing with a horrible ordeal in their lives. Being welcomed into someone’s world while they are in the midst of a tragedy still amazes me! Trisha is a phenomenal team leader, mentor and dispatcher!!

Physical and Emotional protection for a person who has just been through a traumatic event.

Following a traumatic event a survivor is more susceptible to a physical and/or additional emotional injury.

It is important for those who are in a position to care for a traumatized person to be aware of the following:

Physically a person who has just experienced a traumatic event; such as sudden death of a loved one, is in shock. This state allows the brain the time it needs to protect itself from stimuli overload. The following are examples of how to protect a survivor.

1. You arrive and your friend/family may want to drive, “the kids need to be picked up from school”. Help arrange a pick-up for the children. They tell you they are fine to drive, most likely they are not.

2. When a person is in shock they are not in awareness of their surrounding as they normally would be. It may be very hot out and they are standing in the bright sun, with no protection to avoid a sunburn and no water to avoid dehydration. It may be very cold outside and they are without a coat. There may be heavy traffic all around them, they are wandering and at risk of being hit.

3. The survivor may be on medication that they have forgotten to take; the chaos of the event disrupted their normal routine.

4. The survivor may want to re-enter their home before the fire department has deemed it safe, redirect them by reminding them that they need to stay safe in order to care for their family who needs them.

You are basically becoming their “thinking brain” for them while theirs is on hiatus and until they are ready to absorb what is going on around them. Shock symptoms will pass and until then, you can be there to protect them.

Emotional injuries can be inflicted accidentally by those who have come to assist.

A person in shock perceives what is going on around them differently than someone who is not in shock.

1. Try to slow things down when the survivor wants to do something that could cause injury, redirect them to another method to achieve their goal safely and do so as gently as possible.

2. Listen to their concerns and acknowledge what it is they need, then try your best to assist by problem solving and/or finding a safer way to meet their need. “I understand you want to drive, but let’s think about a safer way to get you home.”

3. Do not judge someone for how they are reacting to their crisis. We all react differently. They maybe angry, sobbing uncontrollably or unresponsive to your attempts to assist, these are all normal reactions. If they are not harming themselves or others with their expressions of grief, allow them express them. Try not to be an unintentional barrier causing emotional injury, but instead try to be a gateway to healing.
A Heartfelt Thank You to our Community Supporters:

The towns of Falmouth, Cumberland, Cape Elizabeth, Windham, Gorham and Scarborough.
The cities of South Portland, Portland and Westbrook.
Maine Medical Center
Falmouth Lions Club
“100 Women Who Care”
Eugen Friedlaender Foundation
Morse Hill Trust
Float Harder of Portland
TD Bank Employee “Give Back”
Portland Harbor Hotel “Ice Bar” 2019
So. Portland Firefighter’s Union Local 1476
ASAP Taxi Portland, ME
Heroes w Heart sponsors, in-kind donors, honorary committee members and event attendees!
“Sponsor a TIP Volunteer” donors and families with “in kind” donations.

For the second season TIP Portland Maine has had an anonymous donor come forward to donate $5,000.00! TIP along with it’s First Responder partners spread the Holiday Spirit of Christmas to some who may struggle to purchase what is needed to celebrate the holidays! TIP teamed up with officers from Portland, South Portland and Westbrook Police departments and their respective community police service coordinators to identify great families who could use some additional support to enjoy the Christmas season. TIP also rode along with officers to present surprise gift envelopes to people out in the community who just happened to be in the “right place at the right time”!

A few of the gifting stories: a woman who buys school supplies for the children in her neighborhood was gifted the funds to purchase new wheels for her motorized chair, a family of four would have their Christmas meal and a present for each child, a family will buy much needed heating oil, an elderly veteran wheeling his wife into a discount store to buy gifts for their grandchildren surprised with $100.00 to help with their holiday list and a mother of two waiting at a Portland bus stop, it was her son’s birthday and he loves police officers! So does TIP and we are so proud to have been part of Secret Santa 2019 with them. One of Our TIP Portland ME Champions is Shannon Moss. Shannon covered one of our Secret Santa’s deliveries in South Portland with TIP volunteer Margaret and three of South Portland’s finest officers! She reported a family’s heart warming story on WCSH. To view this story please search the link: https://youtu.be/ZRvZhvak-Wc.

We are hoping to continue this tradition next year, if you or someone you know would be interested in contributing to TIPs Secret Santa Fund for 2020, please contact Leslie Skillin by calling 661-6478.
The gift of giving creates precious lifetime memories for many!

TIP 2020 Spring Trg Class Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Thurs</td>
<td>Apr 23rd</td>
<td>6:30-9:30 p.m.</td>
</tr>
<tr>
<td>Fri</td>
<td>Apr 24th</td>
<td>6-9 p.m.</td>
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<tr>
<td>Sat</td>
<td>Apr 25th</td>
<td>9-5 p.m.</td>
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<tr>
<td>Sun</td>
<td>Apr 26th</td>
<td>12:30—p.m.</td>
</tr>
<tr>
<td>Tues</td>
<td>Apr 28th</td>
<td>6-9 p.m.</td>
</tr>
<tr>
<td>Thurs</td>
<td>Apr 30th</td>
<td>6-9 p.m.</td>
</tr>
<tr>
<td>Fri</td>
<td>May 1st</td>
<td>6:00-10 p.m.</td>
</tr>
<tr>
<td>Sat</td>
<td>May 2nd</td>
<td>9:00-4:00 p.m.</td>
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8 classes in emotional first aid are taught over a two week period. The skills learned prepare you to be part of this amazing team of volunteers. No prior experience needed.