



The Responder

February and March 2006
Website Edition

2006 Basic Crisis Response Training for Small Groups

In an effort to increase training opportunities, NOVA certified trainer Ginger Bankston Bailey conducted a Basic Crisis Response Training for ten people. The training was conducted on day each week over a five week period of time.

Participants were from Baptist Health and Methodist Family Health. Feedback has been positive. Small groups work at a faster pace than groups of 50 - 100. The extra time allowed for other AR-CRT members to participate and enhance the Basic NOVA Curriculum. Rev. Dr. Stan Wilson, Deb Flowers, Rev. Andrea Northcut, Sgt. Terry Hastings, John Morgan and the MFH-CRT volunteered to provide additional resources. Ginger is in dis-

cussions with Dr. Sandra Pate, Rogers and NOVA responder Dr. Steve Thomason, Springdale to duplicate this training in Northwest Arkansas. The minimum for future trainings will be 20 participants.

Congratulations to: Baptist Health Chaplains - Mary Jane Cole, P. Hope Coleman and Susan A. Lanford and Methodist Family Health - Rev. Andrea Allen, Zeke Allen, Kim Cox, Joyce Greb, Peggy Henderson, Bishop Kenneth W. Hicks and DeLana Keeler.



MFH-CRT Simulation: Josh Mathews, Shelton Walker, Cyndi Coleman, Myra Altom, John Rodriguez and Dr. Jennifer Lang demonstrate Group Crisis Intervention techniques



Deb Flowers shows off her brain!

KISS Team
"Keep It Safe and Secure"

Care-Actors Team



DeLana Keeler, Mary Jane Cole and Zeke Allen



Peggy Henderson and Joyce Greb



Hope Coleman, Susan Lanford and Kim Cox



*Andrea Allen
Bishop Kenneth Hicks*



Another Means of Grace - Chaplain's Perspective of Basic CRT

Baptist Health Pastoral Care Department along with mental health therapists, nurses, clergy, youth director and human resource director from Methodist Family came together for five weeks. Our class learned much, shared much and even managed to have some fun amidst the very serious issues for which we were trained. We benefited greatly from the expertise of several well-respected and seasoned NOVA trainers along with the guidance and mastery of our own Ginger Bailey. Rev. Dr. Stan Wilson and Rev. Andrea Northcut, both from Baptist Health Pastoral Care led us in discussions related to the spiritual aspect of crisis intervention; Sgt. Terry Hastings ably instructed us in issues related to working with the media; Karen Lowery offered helpful and necessary information on the importance of debriefing and caring for ourselves as we deal with people in crisis situations; Deb Flowers added insights into the functioning of the

brain and John Morgan provided our NIMS training.

We were indeed challenged both spiritually and emotionally as we heard stories and watched videos of tragic, devastating and often unbelievable real-life crisis situations. These are the very types of situations that we as humans hope and pray never occur; however, we now are empowered to more appropriately respond.

From the perspective of a hospital chaplain, we see tragedy, sickness, often death on a daily basis in our place of service. Yet, we are not immune to the pain of human drama as it unfolds outside our hospital environment; the trauma and devastation of natural disaster or the pain and cruelty of human-made acts of violence.

Our training indeed provided those of us already trained in ministering to people in crisis with new and very important skills and means of intervention that will guide us in most any area of our ministry.

Susan Lanford, Chaplain for Baptist Health School of Nursing, had this to say about the AR-CRT training: "I was struck again with the paradoxical truth that we humans are both amazingly resilient and frighteningly fragile. While there is heaviness and sadness in the recollection of disasters that have occurred, there is also a healthy presumption of people rushing forward to help people in crisis. And the feeling of paradox exists as we appar-



*Mary Jane Cole,
Chaplain
Baptist Health*

ently become our best, most compassionate, generous and caring selves when life and its circumstances of weather, war, crime, violence, scandal and death are at their worst.

The training offered a feeling of hope, of affirming the importance of connecting to other people at their point of need, and of pushing back when life closes in, knowing that it makes a difference".

Finding hope and offering a friendly hand to guide those in crisis is a privilege and an honor. As newly trained crisis responders, we approach this task with great awe and respect for all involved and with a desire to offer a measure of grace, love and hope to those with whom we will work and serve.

Submitted by

*Mary Jane Cole, M.Div.
Chaplain - Baptist Health*

Clergy CRT

Methodist Family Health CRT

NOVA Basic CRT, 2006

"My training with NOVA has given me additional skills and information that will enable me to be equipped to handle crisis situations not only on a macro level but also that occur everyday."

*Hope Coleman, Hospice Chaplain
Baptist Health.*



A Therapist's View of Training and Work in the Field

As a mental health professional, whenever there is a local or national crisis I want to be of assistance. However, until the AR-CRT training I was always in the dark as to what I could do. I could donate money, but I wanted to be able to donate my time as well. AR-CRT has provided me with an excellent way to offer assistance without providing useless services or just getting in the way. When the training first started I assumed it would be a rehash of information that I have heard before. However, I was



DeLana Keeler, Therapist
Methodist Family Health

pleasantly surprised when I learned a different way to look at things that I had been taught in the past.

I feel honored to be in the first class with the mini-class structure, which was spread over a five-week period. For one day a week during this five-

*"DeLana Keeler and Susan Lanford did a great job. I appreciate AR-CRT's quick response."
Roger Elliot, Preparedness and Response Officer - Arkansas Red Cross*

week period I met with the rest of my class and received training from many talented members of the AR-CRT. I feel very privileged that so many great people offered their time to assist the class in learning valuable information that is needed to be a NOVA responder. This time span allowed the class members to bond and spend time with each other that would not be possible if the training had been completed in one week. This structure also allowed the class to process the information received for a full week so we were ready to absorb the next round of information.

I am honored to have had two opportunities to respond. Both call-outs involved homicides. Rev. Andrea and Zeke Allen, Peggy Henderson and I joined Team Leader Rev. Dr. Stan Wilson and Team Manager Rev. Andrea Northcut in a call-out request by

Faulkner County Team Leader and Co-Chair Jack Bell. I watched Stan facilitate a workplace Group Crisis Intervention. He made the process appear easy and gave us the confidence to put our training to use.

My second call-out involved working with a major disaster relief agency. Chaplain Susan Langford and I used the companioning method to help the agency's employees face the death of a fellow employee.

I appreciate the Basic CRT opportunity and I continue to be excited about being a part of the AR-CRT.

*Submitted by
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NOVA Basic CRT, 2006

