

Meet Our New Staff Members

TIP of Orange County has recently hired two new staff members who will join longtime staffers Wayne Fortin and Sandy Hill as part of the TIP Leadership Team. Debbie Simpson became the new Crisis Team Manager in September and Donna Quagliarini began her position as Assistant Crisis Team Manager in October. Both new staff members began as TIP Volunteers before becoming staff members. *"We think it's important to hire experienced TIP Volunteers into staff positions whenever possible,"* said CEO Wayne Fortin. *"Staffers who have been out on the front lines as volunteers have a demonstrated commitment to our mission, and they know what TIP Volunteers need from their leaders,"* he said.

Debbie Simpson has been involved in many volunteer organizations before volunteering for TIP. When she read about TIP, she was struck by a strong feeling that TIP was exactly what she was looking for. Debbie recounts a personal experience which instantly drew her to TIP...*"When my son died suddenly, I had a person there at the hospital who functioned as my TIP Volunteer. The memory of her and what she did for me has always stayed with me. I kept thinking of her throughout my TIP Training."*



Debbie Simpson



Donna Quagliarini

Debbie has not always found her TIP volunteering easy. She says that some calls would tear at her heart but she understands how important it is for people at the worst time in their lives to have support. *"I know that people may never remember my name or my face,"* says Debbie *"but they will remember that someone cared enough to be there for them,"* she said.

Debbie's job as Crisis Team Manager involves overall responsibility for the day-to-day operation of TIP's crisis response team. She is responsible for ensuring that TIP delivers on its promise to emergency responders to be "always ready...always there." Her major goals for the Orange County Chapter are to expand to other cities in Orange County and to increase the number of TIP Volunteers.

Given that TIP provides a 24/7 service, Debbie's job is a stressful one. However, she has interests beyond her job which enable her to manage her stress and live a balanced life. She and her husband John are both golfers, they love to travel and they work in their vegetable garden. They are also the proud parents of two grown children and one 4 year old granddaughter.

Donna Quagliarini has lived in Irvine for the last 18 years with her 21-year-old daughter, her daughter's best friend and 2 dogs and a cat. She has been in TIP for over a year and loves it. Like Debbie Simpson she started out as a TIP Volunteer before assuming the position of Assistant Crisis Team Manager. Not only has Donna volunteered as a responding crisis volunteer but she has also been a TIP Dispatcher and a Briefer. She is continually surprised at how receptive clients are to her when she responds to help them. She says, *"I am always amazed at how at the worst time in someone's life they can pull me aside, grab my hand and thank me for being there. It is such an overwhelming feeling, and I can't imagine a better way to give back to another human being."*

Donna's job as Assistant Crisis Team Manager is to assist the Crisis Team Manager with administrative tasks. But more importantly, when the Crisis Team Manager is out of town or just needs a break, Donna assumes her "on call" responsibilities. Donna's overall goal in her new position is to work toward making TIP a "household name" in Orange County.

Donna has worked in the travel business ever since High School. She can remember working at her mother's travel agency handwriting airline tickets, filing brochures and doing odd jobs. That is how she fell in love with travel. She has traveled around the world visiting the Great Wall in China, the Sistine Chapel in Rome and Hubbard Glacier in Alaska. Donna also likes long walks with her dogs, reading, and Motor Sports.

ABOUT TIP

Trauma Intervention Programs (TIP) is a national non-profit organization founded in 1985 to provide immediate on-scene support to victims of tragic events. TIP volunteers are available on a 24 hour, 365 day basis to support family members after a death, crime victims, survivors of suicide, children left alone after a death or injury to their parents, disoriented older persons and anyone referred by emergency responders.

TIP chapters across the country are working together with police and fire departments and hospitals to ensure that citizens in crisis receive immediate compassionate support.

Orange County Chapter
949-707-9016

Meet Chief ROBERT GUSTAFSON



Chief Robert Gustafson was appointed the City of Orange's 33rd Police Chief on August 2, 2004 after 28 years with the Orange Police Department. He is a recipient of the department's "Award of Distinction" and was twice named, "Supervisor of the Year." Over the years, Chief Gustafson has seen many changes in policing. He says that early in his career, there were few resources for officers and that it was frustrating. Particularly frustrating was the lack of resources available to officers trying to assist those who were confronting death or other tragedies. Chief Gustafson remembers as a young officer having to deal with death on almost every shift. He still vividly remembers being called to the home of an elderly couple where the wife had died. Not having a TIP program to call on, young Gustafson stayed with the elderly husband giving him support, and then regularly checked in on him. He became friends with the man and remains friends with him to this day! Today,

Chief Gustafson sees an increasing awareness in police departments not only of the needs of victims but also of the emotional needs of police officers. He believes that the quality of services addressing the emotional needs of officers and the public has improved significantly. He views TIP as one of those services which not only meets the immediate needs of citizens in crisis but also provides a service which benefits his officers. *"TIP's work not only benefits those who receive TIP services, but also gives officers peace of mind, knowing that those in distress are left in caring and competent hands,"* he says.

Although Chief Gustafson was very supportive when TIP began serving the City of Orange he says that the program has exceeded his expectations. *"TIP has delivered a much higher quality of service with deeper impact than I expected. The quality of TIP's committed volunteers makes the organization excellent,"* he stated. Mr. Wayne Fortin, Founder and CEO of the TIP organization agrees that it's the quality of TIP Volunteers that makes TIP an excellent organization. However, Fortin also believes that the success of TIP in any city is also directly tied to the commitment of its police and fire chiefs to providing citizens with compassionate service. *"Chief Gustafson's support of TIP has been essential to the programs acceptance and utilization by the police officers in his department,"* says Fortin.

In his life outside of police work, Chief Gustafson enjoys spending time with his lovely wife Kathy and his three children. He holds a third degree black belt in the Korean martial art of Hapkido and is an instructor at a school in the Inland Empire.

TIP IN ACTION



TIP IN ACTION

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TIP IN ACTION

CONGRATULATIONS AUGUST 2007 TIP GRADUATES

Kneeling 1st row: Pat Cahill, Michael Murray, Elvira Romero, Babette Webster, Patricia Thomas, Stephanie Jaffe, Christina Chen, Amalia Magana-Garcia, Diane Capdevielle

2nd Row: (Trainer) Heather Sergeant, Jean Weatherby, Tina Stelzer, Diana Jane So, Ann Micca, Pamela Meyerson, JoAnn Killian, Yasmere Desphy, Ann Cullinane, Dani Cline, Nancy Carle, Rhonda Butters, Linda deBeaumont, (trainer) Barrie Pitts & Officer Ron White

3rd Row: Stephen Smith, Rami Alshihabi, Gene Drysdale, Susan Smith, Dean Dressler, (trainer) Jim Peterson



TIP PROFILE

Patti MacLeith



TIP Volunteer Patti MacLeith has lived in the same home in Garden Grove for the last 27 years. There, she and her husband Dan raised their four children, ages 17, 21, 23 and 24. Patti first became aware of TIP in 2003 when she received a TIP flyer. She filed the flyer away as a volunteer opportunity she would consider when her children were grown. Today four years later, Patti is a seasoned TIP Volunteer who has responded to many TIP Calls. She is so seasoned that when she is on call, she is able to go about

her normal activities without the anxiety she had when she began as a new volunteer. Of course, when on call, Patti is always ready to respond to a call from the TIP Dispatcher. She even carries a cooler in her car in case she is dispatched. Initially, Patti's primary concern was whether or not she would be accepted by those she was called to help. She wondered whether traumatized citizens would let a stranger into their lives. She has learned that after being introduced by an emergency responder or nurse that clients always welcome and accept her.

Patti has found her niche in TIP. She not only responds to TIP calls but she volunteers for TIP in a number of other ways. She is on the TIP Speakers Bureau and she briefs emergency responder on when and how to call for TIP Volunteers. Also, she has adopted a number of dispatch centers. On a monthly basis, Patti delivers goodie baskets to emergency dispatchers and talks to them about TIP. She knows that 911 dispatchers are critical to the successful operation of TIP, and she is determined to keep TIP in front of them.

According to Debbie Simpson, TIP's Crisis Team Manager, Patti MacLeith is an invaluable member of the TIP organization. "Patti's compassion for people is evident when she is on call," says Simpson. "She has used her past experiences to become a great asset to our program," she said.

When not volunteering for TIP, Patti has a full life and spends her time traveling, gardening, scrapbooking and stamping cards. Patti and her husband are looking forward to retiring in the Cambria area in five years. According to Debbie Simpson, the TIP organization hopes to keep Patti involved in the Orange County Chapter until then.

BE A GOOD SAMARITAN Winter 2008 Training Schedule

Thursday, January 31	6:30 p.m. - 10:00 p.m.
Friday, February 1	7:00 p.m. - 10:00 p.m.
Saturday, February 2	9:00 a.m. - 5:00 p.m.
Sunday, February 3	8:00 a.m. - Noon
Tuesday, February 5	7:00 p.m. - 10:00 p.m.
Thursday, February 7	6:00 p.m. - 10:00 p.m.
Friday, February 8	5:30 p.m. - 10:00 p.m.
Saturday, February 9	9:00 a.m. - 4:00 p.m.
Tuesday, February 12 (Graduation)	7:00 p.m.

Call To Register Now **714-314-0744**

Testimonials from Emergency Responders

"As always, I am very happy with the service I get from TIP. Thank you for making my job easier. The volunteer was wonderful."
Deputy Sheriff

"The volunteer was very professional and compassionate to the victim's family. It was great having her assistance. Thank you."
Police Officer

"This was the first time I ever worked with TIP. I have nothing but good praise for the volunteers that responded. Please thank them for me."
Firefighter

"Excellent response with Spanish translation."
ER Nurse

"Thank you for your help. May God bless your ministry."
Deputy Sheriff

Client Testimonials

"I just wanted to let you know that we will play forward the kindness that your volunteer has shown us."

"She (the TIP Volunteer) was an angel who came from nowhere."

"Thank you so very much for what you've done for us in our most difficult time. Your genuine concern and compassion made such a big difference to all of us. We will never forget you. God bless you and all of you at TIP."

"Thank you for being there. Just knowing you were there made my experience a little lighter."

"Thank God for people like you."

ATTEND THE 2008 ANNUAL BREAKFAST

Mark Your Calendar

On January 25, 2008 from 8:00 am to 9:30 am at Saddleback Hospital, TIP of Orange County will host its first Annual Breakfast. The purpose of the Breakfast is to recognize our Tip Volunteers and Sponsors and to inform our constituency about our accomplishments in 2007 and our goals in 2008. Please join us for a continental breakfast at this informative and inspiring event.

Please **RSVP by January 15, 2008**
and call Sandy Hill at 949-707-9016, or
by email at tipmanager@cox.net



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ORANGE COUNTY 2007 ADVISORY COMMITTEE**

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\$10,000 TIP Benefactor
Hoag Hospital

\$2,500 Corporate Sponsor
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California Emergency Physicians Medical Group
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\$500 Friends of TIP
Pest Control Operators of California (PCOC)
United Memorial Products
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Hospital Sponsors 2007
Hoag Hospital
Irvine Regional Hospital
Mission Hospital
Placentia Linda Hospital
Saddleback Memorial Medical Center-
(Laguna Hills & San Clemente)
UCI Medical Center
St. Jude Medical Center

DONATE TO TIP

Please send your donation with this box to:

TRAUMA INTERVENTION PROGRAMS, INC
Attention: Sandy Hill
23261 Via Gaudix
Mission Viejo, CA 92691

Name: _____

Address: _____

Credit Card Type (Visa/Mastercard) _____

Card #: _____

Expiration Date: _____

TIP is a 501(c)(3) tax exempt organization



Trauma Intervention Programs of Orange County
23261 Via Gaudix
Mission Viejo, CA 92691

