

Resilience Welcomes Three New Board Members



Ortencia Bos is the Director of West Shore Counseling Services and has served

in this capacity since 2011. She began her work at the agency as a certified Batterer Intervention Program facilitator, trained by the Domestic Abuse Intervention Program. Ortencia obtained her bachelor's degree from Hope College and began her professional dedication to ending intimate partner abuse 22 years ago as the initial Legal Advocate for Resilience. She later was employed as Ottawa County's Violence Intervention Officer, a domestic violence victim liaison for the Ottawa County prosecutor's office and courts. Ortencia served in the past as a board member for the Michigan Coalition to End Domestic and Sexual Violence. She is a past executive board member and current general member of the Lakeshore Alliance against Domestic and Sexual Violence.



Tina Fierro has 12 years of experience in the financial services industry and

holds her Series 7, Series 66, and health and life insurance licenses. Tina is currently employed at Edward Jones and was previously employed at Raymond James. She enjoys the opportunity to partner with individual investors on creating and implementing strategies that work toward specific goals and has a passion for taking the time to educate and make the world of investing less intimidating for everyone. Tina has knowledge of fee-based business and experience with analyzing fees and internal expenses and comparing models/portfolios for performance and costs as well as a thorough understanding of alternative investments. She enjoys traveling, live music, sports and spending time with her 4 children and 2 grandchildren.



Dr. Lana Zarlenga grew up near Youngstown, Ohio and attended college and medical school at

the University of Chicago. During college, she studied biology and was published for research and microbiology, graduating with honors. In medical school, she found her passion for community health and committed to serving as a National Health Service Corps Scholar. She also became fond of traveling and learning the Spanish language, spending several months in Paraguay and Guatemala in service oriented community health programs. She attended the Natividad Medical Center Family Medicine Residency program in Salinas, California, where she received extensive training in obstetrics and became proficient in Spanish. Lana has been a board certified family physician with Intercare for 20 years, serving in various leadership positions and is currently the lead physician at the Holland site. Her current clinical interests include the impact of social determinants of health and trauma on health outcomes.

Letter from the Executive Director



For Resilience, 2019 was a year of change.

In May, we announced our intentions to become more inclusive and accessible to all survivors by rebranding our organization. We established Resilient Spaces, our first ever revenue generating training program for employers and faith communities. We began working more intentionally

with law enforcement, prosecution, probation and the courts to reduce domestic violence homicides with the formation of a Domestic Violence High Risk Team in Ottawa County. We developed new support groups and workshops to provide a space for survivors and their support system to heal. We've transformed our offices and shelter to become a more trauma-informed, accessible environment.

While we are so proud of what we've accomplished over the last year, there is still so much more to be done. Domestic violence continues to be one of the most pervasive crimes impacting our community. Nationally, 20 people are physically abused every minute. Over the course of one year, this statistic equates to more than 10 million individuals. Last year alone,

Resilience provided services to 1,571 survivors of domestic and/or sexual violence. We received 2,172 calls to our 24-hour help line, and provided 6,587 nights of emergency shelter.

We are humbled by each survivor that reaches out to Resilience for support and to those survivors who opt to share their voices through our Survivor Advisory Council. In 2020, we look forward to continuing to enhance the community's capacity to respond to domestic and sexual violence; to prioritize victim safety and ensure batterer accountability.

We thank you for your support and commitment to our mission. We simply couldn't do it without you standing beside us.

Beth Larsen



Thank you to our hosts!



On September 7, 2019, we celebrated the 17th year of Le Style de Vie! Guests enjoyed a fashion show by Studio K and our signature corkscrew raffle. **Le Style de Vie raised \$21,295 to support survivors of abuse in our community!**

Thank you to our sponsors!

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MAGNUM SPONSORS Global Concepts Enterprise T2 Construction	IN-KIND SPONSORS Emily Ross Schreur Printing Spring Sweet

New Staff

Megan Dolislager, LLMSW, is the newest Trauma Therapist at Resilience. She is a Hope College graduate, majoring in Sociology and Youth Ministry. She recently completed her Master of Social Work at Grand Valley, following a year-long internship at the Ottawa County Children's Advocacy Center. In the past, she has been a camp counselor at Camp Geneva, and spent over 7 years working as a student ministries director in Grand Haven. She is passionate about rebuilding the broken down places in children, teens, and adults that have

experienced trauma. In her free time, she loves spending time with family and friends. She enjoys all things crafty and creative, watching Lake Michigan sunsets, and is very competitive when it comes to board games! She is excited to bring her passion and creativity to Resilience.

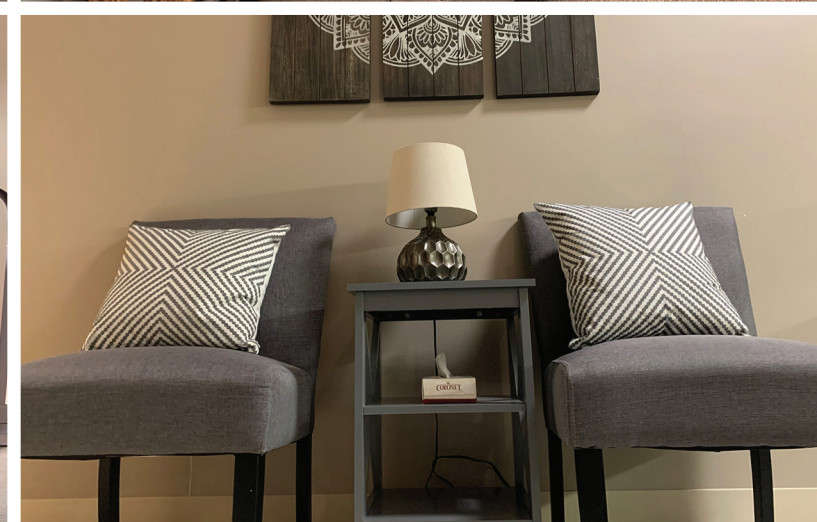
Becky Stout, LMSW began at Resilience as an MSW intern in 2009 working with survivors of sexual assault. She has since served several roles within our agency—Supportive Housing Advocate,

Crisis and Supportive Services Coordinator, Trauma Therapist, and most recently, Clinical Supervisor, overseeing our agency's therapy programming.

Becky received her BSW from Central Michigan University and her MSW from Grand Valley State University. She has dedicated over 19 years to working with survivors of domestic and sexual violence. Becky is certified in Trauma Focused Cognitive Behavioral Therapy and has an extensive training background in trauma and mental health.

In her free time, Becky enjoys spending time with her partner, family, friends and fur babies! She enjoys traveling, hiking, camping, yoga, and essential oils!





SANE office update

Thanks to a grant received from VOCA (Victims of Crime Act Fund), we were recently able to renovate our Sexual Assault Nurse Exam office to become a more trauma-informed environment.

Trauma-informed design utilizes physical spaces to promote safety, well-being and healing. The physical environment can affect mood, behavior, worth and dignity. There is a strong link between our physiological state, our emotional state, and the physical environment surrounding us. Trauma-informed design promotes empowerment, minimizes retraumatization, and ensures accessibility is not a barrier to engagement.

Examples of trauma-informed design include reducing adverse stimuli, such as clutter and loud noises, increasing natural lighting, utilizing cooling color schemes, or choosing furniture that is accessible to all.

With grant funding, we were able to paint walls, replace flooring, and add various calming elements to our office and exam room, with the goal of making survivors as comfortable as possible after enduring trauma. This approach aligns with our principles of providing trauma-informed care and to create a safe, welcoming space for all survivors.

SANE is an acronym for Sexual Assault Nurse Examination.

Trained registered nurses are available 24 hours a day to administer timely, sensitive, and comprehensive forensic medical examinations for adults and teens who have recently experienced a sexual assault. Specially trained advocates provide emotional support, education, and legal advocacy for survivors and their families. Services for survivors of sexual assault are available to anyone age 13 or older.

Making a Difference

Our Making a Difference fundraiser once again brought a Taste of the Tri-Cities to the Grand Haven Community Center!

Our guests sampled food from various Tri-Cities area restaurants and had a chance to learn more about how we are working with law enforcement and court systems to reduce the number of domestic violence homicides in our community.

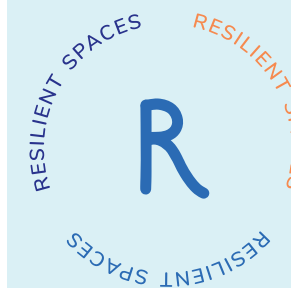
Thank you!

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Cindy Anderson
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Ryke's
Snug Harbor
Sweet Temptations
TED'S



Our newest prevention program, Resilient Spaces, delivers hands-on training to business and faith communities using evidence-based, customizable curriculum.

Becoming a certified "Resilient Space" demonstrates a strong commitment to creating a culture of health and safety and ending violence for future generations.

Resilient Spaces training fees start at \$350.

Tiered levels of pricing and engagement are available.

Let's work together to address your group's training needs: prevention@ResilienceMI.org

"A few years ago, an employee disclosed to their supervisor that they were struggling at work because of an abusive relationship. The supervisor was not sure how to handle the situation. At that point, we didn't have any training or resources specific to domestic violence, so we reached out to Resilience for help. The Resilient Spaces training program helps supervisors recognize domestic violence red flags, so they are better equipped to assist employees. Supervisors and human resource professionals now have the tools and resources they need to feel confident approaching difficult conversations. Because of Resilient Spaces, Gentex is a safer workplace overall."
– Jeff Lukas, Gentex Security Manager
and Resilience Board Member



For more information, visit ResilienceMI.org/resilient-spaces

This program is funded by the Grand Haven Area Community Foundation and the Community Foundation of the Holland/Zeeland



April is Sexual Assault Awareness Month

by Cynthia Alvarado, BSW Sexual Assault Victim Specialist at Resilience

1 in 3 women, and 1 in 4 men have experienced sexual violence involving physical contact during their lifetime.

It is a community wide issue and can happen to anyone. Survivors may choose to not report their assault for fear of not being believed or blamed. It's important to remember that obtaining a sexual assault exam and reporting to law enforcement is the best way to hold perpetrators accountable and stop them from assaulting again, but it is ultimately up to the survivor how they choose to address their assault.

At a societal level, shame and guilt can make survivors feel as though the blame is on them and not the perpetrator. For a survivor, disclosing to someone they care about can be very difficult, so we encourage you to be as supportive and non-judgmental as possible.

WHERE TO START

Supporting a survivor of sexual violence begins with knowing the difference between empathy and sympathy. We must walk alongside survivors and hear their voice to know how we can be helpful. We often want to jump into problem solving, but often listening is the best way to support someone.

ACTIVE LISTENING

Listen to what a survivor wants to tell you, and don't force them to share more than they're comfortable with. Avoid judgement and listen with empathy. As the survivor discloses, here are some helpful statements to show your support:

- "I believe you. It took a lot of courage to tell me this."
- "This is not your fault. You didn't do anything to deserve this."
- "You are not alone. I care about you and I'm here to help you however I can."
- "I'm sorry this happened to you, thank you for trusting me with this."
- What is most important is that they know they are heard and not alone

EXPLORE OPTIONS

It's often helpful to contact your local sexual assault service provider for advice on medical care and laws surrounding sexual assault. If the survivor seeks medical attention or plans to report, offer to be there. Your presence can offer the support they need. For prosecution, it is important that sexual assault exams be administered within 120 hours following the assault for best evidence collection. Agencies such as Resilience often have nurses trained to perform trauma-informed exams, so as to minimize re-victimization. Oftentimes, aftercare services, such as therapy, are offered by local agencies.

Validate and reassure the survivor that what happened to them is not their fault. Everyone's needs differ after a traumatic event, and each person is capable of deciding what is best for them. Listen to what the survivor wants and follow their lead.

SAFETY PLANNING

A safe zone, or safety planning can look like relocating when the situation allows, adding safety measures to the home, or establishing a list of people to call if needed. It's important to get through these big barriers before continuing to validate and empower someone on this journey to healing because you want to establish a sense of trust with the survivor.

HEALING FROM SEXUAL ASSAULT

Remind the survivor that healing is not linear—there is no set time in which someone "should" heal from a sexual assault. The range of emotion can vary from one moment to the next. Urge survivors to lean on healthy coping mechanisms in time of need. Encourage them to practice good self-care during this difficult time. If talking about their experience seems to overwhelm them, you can suggest deep breathing exercises, grounding techniques, and establishing a safe zone. Healing from sexual assault is a process, and will look different for each and every individual. Take the time to educate yourself on how to support survivors, it makes a difference in their lives and in the world altogether.



If you or someone you know has been affected by sexual violence, it's not your fault. You are not alone. Help is available 24/7 by calling Resilience's Help Line: 1-800-848-5991.



The Resilience Legacy Society is comprised of individuals who have indicated they have made a permanent gift to Resilience in their will or trust. Their forward-thinking gift provides a legacy of leadership for the future of the agency. Society members are invited to special gatherings and will receive updates throughout the year.

What is your legacy?

As you consider your philanthropic legacy, we invite you to help us end domestic violence and sexual assault in Ottawa and Allegan counties. We can't do this work without you. With our long history of helping victims and preventing violence, we know what needs to be done and how to do it right. We also know rebuilding lives is a long, complex process. Your legacy gift will have lasting impact on thousands of survivors right here in our community.



To make a legacy gift, please contact Christina Scarpino, Development Director at ChristinaS@resilienceMI.org or call 616-494-1756



WE CAN HELP

SEXUAL ASSAULT & DOMESTIC VIOLENCE
24-HOUR HELPLINE
(800) 848-5991
ALL SERVICES ARE FREE & CONFIDENTIAL

DOES YOUR PARTNER

- Call you names and belittle you?
- Act overly jealous or possessive?
- Try to control how you dress, act, spend money?
- Threaten to hurt you or hurt themselves if you ever leave them?
- Play "mind games", manipulate you, make you feel like you are crazy?
- Stalk or monitor you either in person or with technology?

RESILIENCE
ADVOCATES FOR ENDING VIOLENCE™

Can you help us spread the word?

We'd love for you to have updated Resilience brochures and informative posters.

Please stop by our Holland Program Office to pick up materials

Monday-Friday , 9 a.m.-5 p.m.
411 Butternut Dr.



QUESTIONS

Danielle Evans:
DanielleE@ResilienceMI.org
616-494-1721

28th Annual

REACH

Gala & Auction

APRIL 30, 2020 at 6 p.m.
PINNACLE CENTER

3330 Highland Dr. Hudsonville, MI

It's the 28th year of our Reach Gala & Auction! Join us at The Pinnacle Center for a charity dinner and auction benefiting survivors of domestic and sexual violence in Ottawa and Allegan Counties.

TICKETS

resilienceMI.org/events

\$100 each by April 14 | \$125 beginning April 15

Questions? Contact Danielle at 616-494-1721 or DanielleE@ResilienceMI.org

Can't attend but would like to make a contribution? Visit ResilienceMI.org/donate



West Shore Aware

Last October, our agency was selected as a recipient of a \$10,000 grant at West Shore Aware’s annual White Party fundraiser! These funds will be used to provide supportive services to survivors and their children.

West Shore Aware is a philanthropic organization of Gay men and women and their allies living in Saugatuck/Douglas and the greater West Lakeshore community. The organization is dedicated to increasing the positive influence and public awareness of the contribution that gay men and women make to the community in which they belong.

Thank you, West Shore Aware! We are so grateful for your commitment to this community.



Adopt a family

Our Adopt-a-Family program is no small undertaking. Each year, numerous donors, staff, volunteers, and groups work together to make sure each of our clients experience the best holiday possible. This year, our program helped 92 survivors and their children. We are so grateful to have such a strong network of support that continues to make this program a success.

To everyone that was involved with our Adopt-A-Family program in any way, thank you so much.



Thank you!

We’d like to thank the following groups and individuals that have partnered with, or donated to our agency recently:

- BuhlerPrince
- Carolyn Stich
- Chemical Bank
- Community Foundation of the Holland/Zeeland Area
- Covenant Life Church
- DTE Energy
- Emma Clark
- Gazelle Sports Foundation
- Gentex
- Girl Scouts Troop 8383
- Grand Haven Area Community Foundation
- I Support the Girls
- JSJ Foundation
- Mignon Sherwood Delano Foundation
- New Resilience Volunteers
- SpartanNash Foundation
- Survivor Advisory Council
- West Shore Aware
- Woodward Charitable Trust
- Youth Advisory Council of the Grand Haven Area Community Foundation

Spartan Nash Helping Hands Day

Each year, associates at SpartanNash give back to the community through their Helping Hands day. In addition to sending some wonderful volunteers to our emergency shelter to help prepare freezer meals, we were also invited to their Helping Hands Day celebration, where Resilience was awarded a \$10,000 grant towards our emergency shelter!

This grant will greatly impact our ability to serve survivors in our shelter. Thank you, SpartanNash! It is an honor to see your hands and hearts hard at work.



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CENTER FOR WOMEN IN TRANSITION

RESILIENCE

ADVOCATES FOR ENDING VIOLENCE™

411 Butternut Dr. Holland, MI 49424

28th Annual

REACH

Gala & Auction

Thursday, April 30, 2020



Our Mission

Respond to, reduce, and prevent domestic and sexual violence.

24-hour Help Line

For immediate support, call us at
616.392.1970
or 800.848.5991

En Español:
616.355.9755
or 866.728.2131



www.resiliencemi.org
facebook.com/resiliencemi

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