

**Resilience: Advocates for Ending Violence**  
**New Entry Training Agenda**  
**May 2024**

411 Butternut Drive  
Holland MI 49424

This training is mandatory for onboarding new staff, interns, and volunteers. Participants will learn about Resilience programs and services and increase their knowledge to support survivors of domestic and sexual violence. New Entry Training occurs annually in a hybrid format (virtual & in-person) in January, May, and September.

- ❖ Contact Nicole Stewart at [NStewart@ResilienceMI.org](mailto:NStewart@ResilienceMI.org) for more information about how to become a volunteer or to apply for an internship for the 2025-2026 academic year.

**Session One - Tuesday, Sept 3, 2024, 6:00pm – 9:00pm**

**6:00-6:45pm – Welcome & General Overview of Agency Services**

*Lesley, Prevention & Systems Change Manager* will welcome new volunteers, staff, and interns. Mission, Vision, and Values will be shared as well as a brief history of the agency. General overview of the agency's programs and services, highlighting volunteer opportunities.

*Christina, Director of Development* will introduce the agency's development department, fundraising events, and agency branding.

**6:45-7:30pm – Development & Documentation**

*Megan, Executive Director* will discuss confidentiality and ethical concerns.

*Teresa, Grants and Statistics Coordinator* will share how to complete the volunteer/intern timesheet and its importance to the agency. In addition, she will introduce the volunteer receptionist opportunities.

**7:30-9:00pm – The Survivor Centered Approach**

*Elizabeth, Shelter Program Coordinator* will present on the agency's philosophy on our trauma-informed, empowerment based, survivor-centered programming. Staff will utilize group activities, discussion, and multi-media to highlight areas of cultural factors/barriers related to DV/SA, introduction of the trauma lens and empathy/empowerment principles.

## Session Two - Wednesday, Sept 4, 2024, 6:00pm-9:00pm

### 6:00-7:00pm – Domestic Violence

*Lesley, Prevention & Systems Change Manager* will present information on the dynamics of domestic violence, including the power and control wheel and why victims stay in abusive relationships. These are critical issues to understand when considering the agency's role in the community and in the lives of individuals we serve.

### 7:00-8:00pm – Children of Domestic Violence

*Krystal, Clinical Services Supervisor* will present the impact on children who witness the effects of domestic violence in their home. In addition, she will share ways that staff and volunteers support the children in recovering from traumatic experiences.

### 8:00-9:00pm – Sexual Assault

*Maddie, Sexual Assault Survivor Specialist* will present on the dynamics of sexual assault by examining the myths and the actual realities surrounding the crime of sexual assault, as well as how this crime affects the victims and their families.

## Session Three - Thursday, Sept 5, 2024, 6:00pm-9:00pm

### 6:00-8:30pm – Roots of Domestic and Sexual Violence & Prevention Programming

*Lesley, Prevention & Systems Change Manager* and *Brad, Healthy Manhood Coordinator* will present on how culture affects us and the historical underlying factors that contribute to domestic and sexual violence. They will explore gender socialization and stereotypes that support sexism and violence. Lesley will share about the agency's commitment to prevention and education.

### 8:30-9:00pm – Secondary Trauma & Self-Care

*Rickey, Trauma Therapist* will talk about the importance of self-care and asking for help. We will define secondary trauma and explore the ways it may impact us. Self-care ideas and tools will be provided.

## Session Four – Tuesday, Sept 10, 2024, 6:00pm-9:00pm

### 6:00-6:30pm – Supportive Housing Program

*Nicole*, Supportive Housing Coordinator will share a brief overview of the agency's supportive housing program, sharing success stories as well as the process.

### 6:30-9:00pm – Determining Danger & Legal Issues

*Suzanne*, Crisis & Supportive Services Coordinator will lead a discussion on understanding batterers, lethality indicators, and safety planning. She will also discuss personal protection orders (PPO), victims' rights and Michigan Laws regarding domestic violence and sexual assault. Systems Change will be presented.

## Session Five – Wednesday, Sept 11, 2024, 6:00pm-9:00pm

### 6:00-6:30pm – Shelter “Ginny’s Place”

*Sara*, Lead Shelter Assistant will present information on shelter operations and volunteer needs at shelter. Issues of confidentiality and security will be highlighted. A virtual tour of the shelter facility will be given.

### 6:30-8:00pm – SANE Program and Sexual Assault Volunteer Training

*Beth*, SANE Program Coordinator and *Maddie*, Sexual Assault Survivor Specialist will lead a conversation on the roles of a Sexual Assault Advocate and discuss the SANE program, medical exam and answer questions pertaining to SANE exams.

### 8:00-9:00pm – Basic Principles of the Help Line & Community Resources

*Suzanne*, Crisis & Supportive Services Coordinator will discuss community area resources and how to respond to various situations presented on the help line. In addition, many helpful tools will be discussed in providing a positive intervention.

## Session Six – Thursday, Sept 12, 2024, 6:00pm-9:00pm

**In-Person Only – 411 Butternut Drive, Holland MI**

### 6:00-9:00pm – Help Line Q & A / After Hours Procedures

*Suzanne*, Crisis & Supportive Services Coordinator will facilitate help line role playing, providing a time for all participants to increase confidence during crisis situations. The Help Line after hours procedures will be reviewed.