



My View

ANGELS

In the grateful letters we receive from our clients, our volunteers are frequently referred to as Angels. That has always fascinated me given that TIP Volunteers don't introduce themselves as Angels and their name tags don't say "Angel."

If I didn't know better, I would have guessed that TIP volunteers would be referred to as "volunteers", "counselors" or "social workers." But it makes sense. Our volunteers just appear, provide a calm loving presence and then disappear. That's what angels do.

I've become used to the fact that TIP Volunteers are labeled as Angels by our clients. But until recently, I've never heard an emergency responder or ED nurse refer to TIP Volunteers as Angels. So I was surprised when I received a note recently from a nurse who stated: ***"when I call for TIP Volunteers to come to the hospital it feels as though God has sent a group of his angels to help everyone."*** WOW, I love this description by a veteran ED nurse of TIP Volunteers as angels sent from God to help everybody.

It reminds me (and I hope all of you) that the appearance of a calm and caring TIP Volunteer on an emergency scene or in a hospital ED does in fact "helps everybody", not just the person we are called to assist. Included in this "everybody" are emergency responders, doctors, nurses, ED clerk, ED security guards, clergy neighbors, witnesses, coworkers and all the family members and friends of the primary clients. There is no doubt that the appearance of a TIP Volunteer on a scene has a caring ripple affect.

However, I believe those we help most (other than are clients) are those professionals who call for TIP Volunteers. While most of these responders don't refer to TIP Volunteers as Angels like the nurse who sent me the note, I think she expresses their profound gratefulness for the relief TIP Volunteers provide them.

We have known for a long time that emergency responders are also our clients. I just think it's important to pause and appreciate the gratefulness they have for us. We not only help these professionals when we work with them in specific situations, but as one police officer said to me ***"just knowing TIP is there is very comforting to me."***

Finally I think that ***"just knowing TIP Volunteers are there"*** is especially reassuring to emergency responders during the busy holiday season. This is a stressful and emotional time of year...a time when the presence of angels is especially important and appreciated.

I wish all our TIP Angels across the country a SAFE holiday season as you appear in the lives of those who desperately need you, providing them a calm and loving presence.

HAPPY HOLIDAYS!

Wayne Fortin, Founder
Trauma Intervention Programs, Inc.

TiplncCeo@aol.com

714-314-0744

See all of Wayne's *My Views* at www.tipnational.org