



# Volunteer Voice



*Keeping volunteers connected to the  
Crisis Center for South Suburbia  
and Neat Repeats*

Volunteer Voice

December 2018

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## Upcoming Events

### Neat Repeats Resale Shops

**Open 7 days a week for  
your convenience!**

**Sunday 11-4**  
**Monday 9-4**  
**Tuesday 9-8**  
**Wednesday 9-8**  
**Thursday 9-8**  
**Friday 9-4**  
**Saturday 9-4**

**Domestic Violence 101** training, otherwise known as DV 101, will be offered on **Tuesday, January 15th from 9:30-11:30 am at Neat Repeats Worth.** This FREE two-hour training is an opportunity to learn more about domestic violence including types of abuse, understanding cycles of abuse, identifying early warning signs and how to become an advocate. Contact [dmendyk@crisisctr.org](mailto:dmendyk@crisisctr.org) to register for this training. Visit our website at [www.crisisctr.org](http://www.crisisctr.org) to view

## From our Executive Director, Pam KostECKi



Happy Holidays!

The most wonderful time of the year can also feel like the most stressful, especially for families who are struggling in violent interpersonal relationships. Your support, positive customer service and caring hearts can make all the difference in their lives. We all need to practice good self-care so we are 100% when we take care of those with whom we work. Here are some strategies we can implement to take care of ourselves: meditate for one minute, be

grateful, go for a stroll, stop a meltdown by focusing on what you see, hear, smell, taste and touch, and avoid blowouts by leaving politics and other volatile subjects out of conversations.

Many of you provided me feedback about this year's Holiday Celebration, which I appreciate. I am happy that this event has become tradition. It is such a nice time to celebrate who we are as an agency and the value of each person contributing to our success.

I am happy to report that we are working hard to prepare Christmas gifts for all of our clients, thanks to the generosity of many donors across our catchment area. Our communities continue to be supportive of the work we do and are generous with helping our clients feel loved and appreciated this holiday season. Thank you to all of the extra volunteers we have been blessed with this month. From gift wrappers to clerical support volunteers, it literally couldn't be done without you!

The stores are seeing some incredibly successful sale days. We are definitely on target for meeting our December sales goals. We will resume our rotating 40 hour DV training right after the New Year. If you or someone you know is interested in participating please reach out to Deonne to sign up.

I am excited to report that we are one job offer away from being fully staffed! We have created some new positions, struggled to fill some positions and had some unusual turnover, but we are working through these challenges and continuing to provide excellent client care and outstanding customer service across our programs and departments.

Wishing you peace and joy this holiday season and throughout the coming year!

the calendar of dates for the DV 101 training.

Warmest Regards,  
Pam

### Other Events:

**Volunteer Open House**  
Tuesday, January 8, 2019  
at Neat Repeats in Orland Park.

## IMPACT



### Volunteer Stats

Total Volunteers: 229  
Hotline: 24  
Neat Repeats: 171  
Clerical: 5  
Community Helpers:  
4  
Special Projects: 17

Total Volunteer Hours:  
3525.25

New volunteers  
recruited: 6



### Services Provided:

**Housing**  
24-hour Emergency Shelter  
Interim Housing  
Transitional Housing  
**Victim services**  
Counseling  
Court Advocacy  
Emergency Services

Join us for a

# VOLUNTEER OPEN HOUSE

Tuesday, January 8th  
11 a.m. - 1 p.m.  
Neat Repeats - Orland Park  
9028 W. 159th St.

Refreshments  
Take a tour  
Meet the team  
Join our cause

Take a tour, meet the team and find out why so many of our volunteers compare working at Neat Repeats to being part of one big family.

Neat Repeats - Orland Park is located at 9028 W. 159th Street

100% of net proceeds from the stores assist victims of domestic violence with emergency shelter and other services.

## Neat Repeats News

TIME TO SHOP...

**Neat Repeats is having a 50% off store wide sale!**

**December 17th through December 23rd!**

**NO EXCLUSIONS!**

Let's shop Neat Repeats!

# 50% OFF SALES!

NEW ARRIVALS DAILY!

Clothing, Collectibles, Housewares, Gifts and more

<b>Orland Park</b> 9028 W. 159th St. (708) 364-7605	<b>Store Hours</b> M.F.Sat. - 9 a.m. - 4 p.m. T.W.Th. - 9 a.m. - 8 p.m. Sun. - 11 a.m. - 4 p.m.	<b>Worth</b> 6602 W. 111th St (708) 361-6860
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Proceeds support the Crisis Center for South Suburbia and victims of domestic violence.

## Volunteer Voice Spotlight

Aftercare Services  
**Domestic Violence  
 Outreach**  
 Hotline  
 LiveSafe Patient  
 Advocacy  
 Law Enforcement  
 Victim  
 Outreach(LEAV)  
 Community Education  
**Domestic Violence  
 Prevention**  
 Safe Start  
 Partner Abuse  
 Intervention  
 Program(PAIP)

Neat Repeats Resale shops located in Orland Park and Worth have been owned and operated by the Crisis Center for South Suburbia since 1986.

### Training Opportunities

The Crisis Center will offer the 40 hour domestic violence training beginning on Saturday, January 5, 2019. This is a six week course that takes place on Tuesday evenings and Saturday mornings and gives participants an overview of the complex social dynamics of domestic violence. It is offered to anyone that would like to be educated on domestic violence. For questions or to register for the course, please contact



The volunteer spotlight of the month features **Denise Parker**. Denise has been volunteering with the Crisis Center for a little under a year. She assists in various capacities including clerical duties, volunteering at special events and giving extra days and hours during the very busy holiday season in which she has been sorting and organizing donations and participated in gift wrapping. She is always willing to accommodate the needs we have at any given time and help in whatever capacity she is needed. Denise is

currently a sophomore at South Suburban College and is interested in becoming a pharmacist. In her spare time she enjoys getting together with friends and family. We truly enjoy and appreciate having Denise on our volunteer team here at the Crisis Center. Thank you, Denise!

### Special Recognition



A special recognition this month goes to our very own **Cindy Polk**. She is our Neat Repeats Store Manager at the Orland location. Cindy has been with us for 15 years and is extremely dedicated to the mission of the Crisis Center. Her leadership and her hard work over the years was recognized with the Joyce Athey Leadership Award presented to her by Executive Director, Pam Kostecki. We are very grateful for all she does to support those around her and continue to help make

Neat Repeats a success. Thank you, Cindy!

### Wishes Corner



If you are able to contribute to our 'wishes corner', please contact our Donations Coordinator, Shani Smith, at [ssmith@crisisctr.org](mailto:ssmith@crisisctr.org) or call 708-429-7255 x. 134

For your convenience, collection boxes are located at both Neat Repeat store locations. We have some items listed below that we are currently in need of in our Emergency shelter:

- Infant car seat

- Newborn snowsuit
- Diaper bags
- Diaper changing pads
- Gift cards to: Aldi, Wal-Mart, Speedway and Uber

## Holiday Helpers Update



Thank you to all of our "CCSS Elves". These are the volunteers that have been working so hard this entire month of December helping us with all of the generous donations that come in at holiday time. They

have spent many hours making sure these donations have been sorted and organized and are ready for gift wrapping. Two of our "elves" that are pictured above are Maria and Dana. We are so appreciative of each and every one of our holiday helpers and all their hard work and dedication to making this season a wonderful time for all!

## A special thank you



We would like to extend a special thank you to all the volunteers that helped with holiday gift wrapping at the agency during this very busy month. We appreciate you taking the time out of your schedules to make a difference in the lives of those affected by domestic violence. Pictured above are one of the groups of holiday wrappers. Thank you Catherine, Susie, Christina, Linda, Ellen, Kayla, Lisa and Kathleen!

## Survey says...

In January every volunteer will be asked to complete a Volunteer Satisfaction Survey. Surveys will be sent out through email via Survey Monkey. Hard copies will also be available. Whichever way you choose to complete it, please make sure you return them to me by January 20th. Your

feedback is very important to us.

