



New Beginnings

by Marlene Mulder

Greetings to volunteers, supporters, and friends of Disaster Child Care. This newsletter marks our new beginning and a new name "Canadian Disaster Child Care Society" (CDCC). Many supporters and friends have worked diligently to bring the new organization from concept to reality. Donna Grobell, our administrative coordinator is working on integrating volunteers into the new program and has prepared this newsletter. We are also working on renewing past and forging new relationships and garnering support for the new organization.

In February 2003, Donna and I had the opportunity to travel to Baltimore, Maryland, to attend a "Training for Trainers" conference hosted by the American Disaster Child Care Program. Our trip was a wonderful, welcoming experience where we shared resources and ideas, renewed old acquaintances, and built new friendships and networks. The generosity and spirit of sharing that we experienced in Baltimore far exceeded our expectations, and to further add to being welcomed and



US DCC representatives present start-up grant (l-r) Bev Abma, Roy Winter, Lydia Walker, Stan Noffsinger, Marlene Mulder, Donna Grobell, Gloria Cooper

accepted, DCC presented us with a gift of \$10,000 US (\$15,000 CAN) to help establish our program. This generous gift will greatly help as we work on grant applications, and securing our volunteer base. We look forward to working together to build the disaster child care program within our countries and beyond.

We are hard at work laying the foundation for a strong and vibrant organization. Donna is presently contacting all volunteers with the hope of certifying each of you as members of the new organization. This newsletter marks one of the ways we hope to stay in contact, in addition to our new website ([http:](http://)

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Director/Secretary/Treasurer:
DONNA GROBELL

Director/Training Coordinator:
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GLORIA COOPER

Directors (Voting):
IVAN CARLSON
JOAN COSBY
HUMERA IBRAHIM
BILL POTMA

Canadian Disaster Child Care (CDCC) is a national network of individuals, who prepare and commit themselves to reach out and comfort young children in disaster situations.

CDCC assumes no responsibility for the advertisements appearing in this publication, nor any representation made herein, nor the quality, reliability or deliverability of the products or services that are advertised.

CRWRC Supports New Society

Thank you to the Christian Reformed World Relief Committee (CRWRC) for their support in the development of the new organization. During our first ten years, Disaster Child Care was a program of Disaster Response Services of CRWRC. Near the end of 2001, CRWRC made the decision that the child care program no longer fit within their mandate. They believed that for Disaster Child Care to grow and thrive, it needed to become its own entity. After much discussion and careful consideration with many long-term volunteers, a group of us moved forward to form the new organization.

The CRWRC has graciously supported us in our new beginnings with a start-up grant of \$10,000. The British Columbia Diaconate of the Christian Reformed Church continues to support us with expertise and funding. We thank CRWRC for their hard work in creating an organization that responds to the needs of children and for nurturing CDCC to a place where



**Henrietta Hunse, Jacob Kramer,
Marlene Mulder**

we can stand alone. We look forward to working together in the future through links with local Diaconates and the larger Christian Reformed World Relief Committee.

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[//members.shaw.ca/disasterchildcare/](http://members.shaw.ca/disasterchildcare/)). We continue to train volunteers and are developing a “Training for Trainers” program. We are also working at developing links with the provinces and their umbrella, non-governmental organization groups. Finally, we are in the process of establishing our first CDCC board of directors. This next year promises to be challenging and exciting. We hope that you will make the decision to renew your volunteer certification with us and offer your skills in the development and growth of this exciting program and important service to children.

We are very thankful to have volunteers who believe in caring for children in distress and who are willing to stretch themselves to help us become the best we can be. Although new beginnings require hard work and dedication, we are excited about our new challenges, opportunities and direction. We must build on our strengths, resources and experiences to ensure a strong future in helping children and their families. It is only through dedication to caring for children, supporting fellow volunteers and the program that we will continue to build CDCC.



Gloria Cooper is a volunteer/trainer with Canadian and US Disaster Child Care; following are reflections after volunteering in New York after September 11, 2001.

Flying into New York on September 22, 2001 my thoughts were with the exhausted caregivers who had been working at Pier 94 since shortly after the terrorist attack, and the children I would be spending the next two weeks with.

The grief surrounding us, at Pier 94 and on the streets of NY, was overwhelming. Entering the Pier each morning we walked past a wall of smiling faces—the missing and dead whose pictures had been taken in happier days. Families came in looking numb and dazed; some had hung an 8×10 picture of their lost loved one on their chests.

Teddy bears were sent from families all over North America and the bears lined the floor inside Pier 94. Beside the bears was a large area with a sign that read “Victims of Crime.” This was where families were interviewed; there was row after row of canvas booths where lawyers took affidavits in order to prepare death certificates.

Our child care room was behind solid portable walls. Time and time again family members would come back for a peek as they needed reassurance that their children were safe. We took Polaroid pictures of each child with his or her family member so that when the child was to be picked up we could do a double check for family identity. We had many child care ‘experts’ from colleges and universities in the city who wanted to join our ranks; we gently but firmly explained the need for our training and also the need for security checks. Because the people of New York

Disaster Child Care New York Response

wanted to begin to care for their own children, we responded with Child Care Training on Saturdays. We needed to be sensitive and were empowered by the strength the local community was demonstrating.

On my tour we had approximately 20 caregivers at any time working at Pier 94. We provided child care for about 60 children from 8:00 a.m. until

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10:00 p.m. most days. On weekends and religious holidays there were almost 100 children from babies right up to 14-year-olds. The parents and families were very appreciative of our care. Donated money bought the best of equipment including toys, furniture, cribs, rocking chairs and changing tables. We were very well equipped. Our team had three clinicians and a social worker who did an amazing job at debriefing the teams and assur-

ing quality care for both children and parents. There were two shifts of care giving teams who were debriefed at the end of each shift. Sometimes this was as simple as sharing a meal together, quietly talking about the challenges of the day and discussing how everyone was holding up.

My last full day in New York came very quickly and yet I was worn and weary. It was with a sick soul I chose to seek the outdoors that late afternoon. The Brooklyn Bridge was close at hand and, as I walked across the bridge, the Statue of Liberty was clearly visible. The sky to the west where I would be flying in the morning was bright with color. I stopped and gazed at the statue. This was where my mother had come when she was only four years old—her family seeking a better life and freedom for generations yet to come. Walking into Manhattan near Wall Street, the stench of Ground Zero’s dead bodies and dead buildings was overpowering, and with a heavy heart I headed into the NY subway to find my way home.

Every response I am called to makes me grow and learn something new. I can name some of the growth, while other aspects seep into my consciousness later. As a trainer with the US and Canadian Disaster Child Care programs, I share my experiences to prepare others for caring for children in emergency situations.

It is a privilege to have the skills to volunteer and support others in their time of need. My appreciation of the gifts of life, health, and home are reinforced with every response. I will be ready the next time I am called.

Volunteer



Profile

George and Betty Zondervan from Barrie, Ontario have been Disaster Child Care volunteers since 1995, when they attended volunteer training in Stony Plain, Alberta. Since George's retirement from the Canadian Army in 1989, they have taken many opportunities to help people in need and volunteer in many areas of service. Already long-time volunteers with Disaster Response Services with the Christian Reformed World Relief Committee, they decided to volunteer with Disaster Child Care.

Responding to the needs of children after the Montreal Ice Storm (1998), George, Betty and Marlene Mulder organized child care centres at five sites. George and Betty provided care at the LaColle, Quebec site.

During Operation Parasol, where approximately 7,000 Kosovars were airlifted to Canada, George and Betty served as coordinators for work at the Base Bordon site. George and Betty's strong ties to the immediate community and their commitment to the program were very important to both setting up and maintaining services to children for the duration of the project. George and Betty made many trips into Toronto to pick up or return volunteers to the airport, solicit needed goods and supplies for the centres, brief and debrief volunteers, manage scheduling and making certain everything ran smoothly at the Base Bordon child care centre. Many volunteers also experienced and appre-

George and Betty Zondervan

ciated the warm hospitality and the wonderful meals and goodies provided by George and Betty. They truly welcomed each and every volunteer and found a place for them in their home and hearts.

When Operation Parasol was winding down, and the base was about to close, one Kosovar family remained with no immediate prospect for settlement. George and Betty took this family home for several months and became their adopted parents and grandparents in Canada. This family chose to stay in Barrie and has a home in the community.

If you know George and Betty, you will also know that they are strongly motivated to promote peace and justice. You could say that they not only talk the talk but walk the walk. And walk is precisely what George has chosen to do. George's 2003 project is an ambitious 7,000 kilometre walk—a walk to promote justice by touching the lives of those who live in abundance and those who live in hunger. George is walking across Canada to raise awareness and funds for the Canadian Foodgrains Bank, a Christian-based food aid and development organization that collects

donations of grain, cash and other agricultural commodities for distribution to the world's hungry. Although Betty is not walking, she plays an instrumental role in the project, supporting George by driving the pick-up vehicle, working together presenting their project to schools, churches and other community venues, and writing stories for their walk website. George and Betty are not only donating their time and energy, but they have chosen to pay all their expenses associated with the walk so that all donated money can go directly to the Canadian Foodgrains Bank.

Look for George and Betty when they pass through your community. George would love to have you come out and walk a kilometre with him to show your support for his efforts and for CFB. Please consider supporting them with your prayers, time and donations. You can learn more about their walk, see their schedule and/or make a donation by referring to their website www.foodgrainsbank.ca/walk or by contacting their western Canada liaisons Ellie and Jack Dalmaijer at 780 458 7381, by e-mail at JDalmaijer@aol.com. The Zondervans would love to hear from you so please send your messages of encouragement via the Dalmaijer's e-mail address.

We are interested in what our volunteers are doing. Let us highlight you or someone you know in a future issue of our newsletter.

Your Child Needs You

Children who have recently experienced a traumatic event are likely to show signs of distress. It is quite common, in fact normal, for children to display a wide range of physical and/or emotional reactions after experiencing a sudden disturbing event. Children may likely act or behave differently no matter if they were directly or indirectly involved in the event.

It is hard for young children to understand what has happened to them. Some may have completely mixed-up views of the situation, while others, depending on age and level of involvement, may have a clear understanding. The certain fact is that children in distress need your continued guidance and understanding to help them grow through this experience. How you help your child work through this difficult time may have a lasting effect.

It is important to be aware that young children can experience the same intense feelings that you feel about the traumatic event. All children react differently, even children from the same family. Some may show their feelings immediately, others will wait until a later time. Most children will be confused by all the sudden interruption to their routine. This is a very difficult time for them as well as you. Whatever their reaction, be assured it is normal for children to be upset and display feelings about what has happened to them.

This brochure has been prepared to help you become aware of the various ways children may react to a traumatic event. Inside is a list of ways parents and caregivers may help children cope with reactions to a traumatic event.

This resource was prepared by Dr. Karen Doudt, Professor of Education at Manchester College, North Manchester, Indiana, a professional child care consultant who was instrumental in developing the Disaster Child Care training curriculum.

For more information on Disaster Child Care training call the number below.



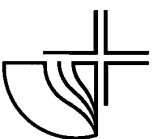
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TRAUMA

Helping Your Child Cope



Guidelines For Parents and Caregivers After Traumatic Events

Published by
DISASTER CHILD CARE

an ecumenical ministry to children and families sponsored by Church of the Brethren General Board

After a Traumatic Event Children's Typical Behavior May Change

You may notice one or more of these behaviors as your child struggles to cope with the stress and loss resulting from a disaster.

Remember, these are natural reactions.

By showing patience and acceptance, you will reassure the child and encourage the process of getting back to normal.

Young children may...

- Demonstrate angry feelings by hitting, kicking, throwing things.
- Become more active or restless.
- Worry about what will happen to them.
- Be afraid to be left alone or afraid to sleep alone. They may have bad dreams or want to sleep with a parent or sibling.
- Behave as they did when they were younger, want a bottle, suck the thumb, wet the bed, want to be held.
- Be afraid that the event will reoccur, asking, "Will it happen again?"
- Be upset at the loss of a favorite toy, blanket, teddy bear, etc.
- Have symptoms of illness such as fever, chills, nausea, vomiting, headaches, loss of appetite.
- Become quiet and withdrawn, not wanting to talk about the experience.
- Cry excessively, whine, cling to you.
- Express feelings of guilt that they caused the event in some way.
 - Feel neglected by parents who are busy with other tasks.
 - Refuse to go to day care or school. Children may not let you out of their sight.
 - Become afraid of loud noises, storms or unfamiliar people.
 - Show no outward sign of being upset. Some children may never show distress because they do not feel upset. Others may not give evidence of being upset until several weeks or months after the event.

What You Can Do To Help Children Understand Their Feelings

TALK with your child. Respond to questions patiently. Give simple, accurate information about the situation. Correct misunderstandings.

TALK with your child about your own feelings. However it is important not to expect your child to provide you with emotional support.

LISTEN to what your child says and how she says it. Watch for behaviors that give clues to stress, fear and anxiety. Let your child know you are concerned by repeating her words back to her.

"You are afraid that...", "You wonder if this will happen again." This helps both you and the child clarify feelings.

REASSURE your child. "We are together. We are safe. We care about you. We will take care of you."

HOLD and cuddle your child. Touching provides comfort and security.

ALLOW the child to grieve the loss of a special toy, blanket, or article of clothing. In time it may be helpful to replace the lost object.

SPEND extra time putting your child to bed. A warm bath can be soothing. Talk and offer extra assurances, like a night light or reminders that you are nearby.

OBSERVE your child at play and listen for concerns expressed through the play activities. A child will deal with anger, fear, or insecurities while playing with dolls, blocks, small vehicles or imaginary play with other children.

PROVIDE play experiences such as play dough, finger paints, or a tub of water. These activities help a child release tension. If your child seems to want to hit or kick, give him something safe, like a pillow, nerfball or bean bag game.

ASK FOR HELP for yourself or for your child if prolonged emotional or physical distress persists. Talk to your pastor, your family physician, a school counselor or mental health professional. There are people in your community who understand and will help.



Meet our Board of Directors

Looking for information,
forms, brochures...look on
our website:

The CDCC's first board of directors has the exciting and challenging task of setting the course for the new organization. It is important to draw from a wide range of skills and interests to develop an innovative, multi-talented and multidisciplinary group. We want to draw on the experience and expertise of individuals who have a history with the program and on those who have broader contacts and experiences. It is our hope to draw board members from across Canada. While development of the board is still in progress I would like to take this opportunity to introduce the board members thus far. You may refer to our website to find more detailed biographical information for board members.

• **Ivan Carlson** has many years of experience in working with children's services, both as a social worker and as Regional Director for the Ministry of Social Services for Greater Victoria. Ivan was founding manager of BC's ESS program. He holds a Masters Degree in Social Work.

• **Gloria Cooper** is a trainer and project manager for Disaster Child Care in the United States and Canada. She has worked in developing the program in Canada and has co-facilitated a majority of the volunteer training sessions in Canada. Gloria holds a Masters Degree in Education and administers educational programs for Special Needs children.

• **Joan Cosby** has worked with the CDCC program since its inception with the Christian Reformed World Relief Committee. She administratively supported the program through responses at the Montreal Ice Storm in 1998 and Operation Parasol with Kosovar Refugees in 1999. Joan brings strong experience in working with both national and international disaster response agencies.

• **Donna Grobell** is the Administrative Coordinator for CDCC. She has a history of activity in emergency preparedness, both in the administrative and training capacity for Emergency Social Services, and the Justice

Institute of British Columbia, and has operational experience locally as well as with the American Red Cross. Donna also serves as a representative for her regional Emergency Social Services Association.

• **Humera Ibrahim** has extensive experience in both disaster response and ongoing work with children in Disaster Child Care. She holds a Masters Degree in Social Work. Through her experience within the CDCC program and in her role at Heritage Canada, Humera has a strong background and sensitivity in working crossculturally.

• **Marlene Mulder** has worked with the development of the program since its beginning. She holds a Masters Degree in Sociology and is presently working on a PhD with an interest in immigrant and refugee issues. She coordinated CDCC responses at the Montreal Ice Storm, Operation Parasol with Kosovar Refugees, and ongoing service at the Centre for Survivors of Trauma and Torture. She is the training coordinator for CDCC.

• **J.W. (Bill) Potma** has been a champion for CDCC since the inception of the program. Through his membership in the B.C. Diaconal Conference of the Christian Reformed Church, Bill worked to bring the program to British Columbia and support the training of volunteers there.

The Canadian Disaster Child Care Society knows how important communication is. Our CDCC website is offered to increase the ease and convenience of caregiver information.

It will provide various services, such as a communication centre, distribution of forms and brochures and instant update on upcoming workshops. Through the website caregivers can e-mail directly to our office to update their personal information or ask questions. Workshop organizers can learn about past training or learn how to organize a workshop and download any paperwork or flyers required. Caregivers can access information about previous activations or e-mail us and let us know about their experiences. All forms required for application are available on the site as well as the brochure: **TRAUMA - Helping your Child Cope - Guidelines for Parents and Caregivers after Traumatic Events**. Sponsors and Partner Agencies are recognized.

Visit us at: <http://members.shaw.ca/disasterchildcare/>

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Are you looking for your training manual? Would you like to review your workshop training?

Take this opportunity to download from our website the 2002 training manual which has been revised to include more information about cultural diversity. This manual also has a handy section on the Basic Guide for Emergency Preparedness. CDCC registered caregivers will be given a password to access the updated manual.

Looking for “Kits of Comfort”

The “Kit of Comfort” is a suitcase full of toys, materials, and activities that will assist the child in therapeutic play. It is brought to the disaster site by trained child caregivers. Throughout Canada, volunteers have purchased a “Kit of Comfort” with the assistance of churches, service clubs and provincial and federal government grants. Kits of Comfort purchased by the former organization have been transferred to Canadian Disaster Child Care Society by the Christian Reformed World Relief Committee. Assigned volunteers are housing

“Kits of Comfort” at various locations across Canada.

When Disaster Child Care is contracted to assist during a disaster our organization will get in touch with local volunteers and ask them to bring their “Kit of Comfort” with them. Unfortunately, with the formation of the new organization we are uncertain as to where all the Kits are presently located. We need to know the condition of the kits, whether they have been updated and if they are ready to be taken on assignment



Please contact our Administrative Coordinator, Donna Grobell if you know of the location of a “Kit of Comfort.”
phone: 250 489 0036 or e-mail: disasterchildcare@shaw.ca

Name our Newsletter and win a CDCC Apron!

Help us with our identity! Send or call in your entry by October 31, 2003. Decision of judges is final.

phone: 250 489 0036
or e-mail: disasterchildcare@shaw.ca



If you know...

A caregiver who has not been contacted by our new Society, please let us know.

phone: 250 489 0036
or e-mail: disasterchildcare@shaw.ca

Registered CDCC Caregivers to distribute brochure

We are happy to introduce the US Disaster Child Care sponsored brochure, *Trauma—Helping your Child Cope*, Guideline for parents and caregivers after traumatic events. Learn how to help children understand their feelings or how a child’s typical behaviours may change after a traumatic event. The US Disaster Child Care organization has generously allowed us to include this brochure in our newsletter. It is also on our website for registered CDCC caregivers to download and distribute to families in your communities during a response (see pages 5 & 6).