



Shellegram

Deer Park Manufacturing Complex
Vol. 48, No. 6,

Thursday, February 10, 1983

DPMC volunteers help Crisis Hotline

"Help me! He's trying to kill me! He beat my kids! We need a doctor and police quick!"

"Who's trying to kill you?"

"My husband!"

Emergency phone calls such as this are not routine for Mike Redding, but he does get a substantial number of them during his four-hour tours of duty at Crisis Intervention, Inc. — better known as Crisis Hotline.

Redding, a section supervisor in the Environmental Lab, has been a Crisis Hotline volunteer for a year. He became interested in the United Way agency that fields phone calls from people in trouble when he heard a member of its board on a radio talk show.

"I was attracted by their philosophy that the best way to help people is not to rescue them — unless there is no alternative — but rather to help them help themselves," Redding relates.

He dialed 228-1505, the Crisis Hotline number covered round-the-clock, and expressed an interest in volunteering. There was a brief interview over the phone. After that they sent him an application, which he filled out and returned. Then came a more intensive telephone interview. A couple of weeks later, they notified him he was accepted for training. "Up to then they hadn't seen me," Redding points out. "They are more interested in how a person conducts himself over the telephone than how he looks."

There followed 40 hours of classroom training, held at a church. (The Crisis Hotline inner-city location is kept secret, even from trainees, to maintain the anonymity of the volunteers and to protect them from possible physical harm.) Trainees learn the agency rules and practice responding to staged phone calls based on fact. "Those imaginary calls are a tough test of your emotions and reactions," Redding notes.

The rules revolve around protecting the caller and the anonymity of the agency. Volunteers are not allowed to attempt to meet callers without staff approval, and they are not to give out their true last names or the location of Crisis Hotline.

After he passed the classroom training, Redding was accepted into the inner sanctum for 20 hours of on-the-job training. That consists of handling actual calls under observation. Some applicants flunk out at this advanced stage.

Redding passed.



Crisis hotline volunteer Mike Redding, Environmental Lab section supervisor wrestles with a difficult dilemma faced by one of his client/callers. Working with him on the case is Pat Whitten-Lege, executive director of the agency.

"I consider it a real privilege to be accepted by Crisis Hotline," Redding states, "because I have an opportunity to work with volunteers who genuinely care for people and who can listen and empathize with their concerns, and because the agency really helps people to help themselves."

This enthusiasm is shared by Becky Maxwell of Personnel-South, who joined the Crisis Hotline volunteers last fall. Maxwell, who has done other volunteer work through Shell's SERVE program, says she finds Crisis Hotline particularly rewarding, both in terms of making a meaningful contribution to the community and the personal growth that accompanies this kind of work.

Redding finds that many of the calls involve conflicts between husband and wife, parent and child, and between unmarried lovers. The volunteers also deal with teenage runaways, alcoholism, drug abuse, rape counselling, sex-related problems, child abuse, battered women, suicidal behavior, depression, loneliness, and health-related problems.

"Crisis Hotline emphasizes prevention," Redding says. "We attempt to help people with their problems before they reach a crisis stage. Our volunteers work with the callers to help them think objectively about their concerns, correctly identifying the problem or problems. We discuss the options for resolving the problems and the likely consequences of those alternatives."

"The callers then choose what they feel they should do. In

Continued reverse side

Latest 'Notable Quote'

The ancient words of wisdom displayed below are the latest entry in the "Notable Quote" contest. They have just been posted on both the north and south safety announcement boards.

If you know, or can find, the name of the author, submit your answer to Lois Guthrie (S/MOA 101) or call her on Ext. 7712. The first contestant with the correct answer wins a Pecten Certificate redeemable for a gift from the DPMC Safety Recognition Program Catalogue.

HINT: Shakespeare himself quoted this author of well-known aphorisms in many of his own works.

"He is most free from danger who, even when safe, is on his guard."



Provident Fund



The Provident Fund valuation is as follows:

Equities Fund

Jan. 15 - \$5.078

Shell Stock Fund:

Jan. 1-15 - \$39.739

The Shell Employees Stock Ownership Fund valuation is:

Dec. 16 - 31, 1982 - \$36.597

Classifieds

FOR SALE

1982 Chevrolet Silverado pick-up. Power steering and brakes, 13,000 miles, tilt wheel, cruise, electric windows and door locks, rails, AM/FM/cassette, 235 tires, dual tanks, 305 V-8, other extras, eight months old, perfect condition. **1977 El Camino.** One owner, excellent condition, 52,000 miles, loaded. \$3,995. Call 455-7393 or 324-1169.

1982 Ford EXP. Four-speed, AM/FM, air, PS, cruise, Ziebart rust proofing, clean, 22,000 miles. \$6,200. Call 996-0644.

1982 Datsun diesel pick-up (Supercab). Excellent condition, AM/FM/cassette stereo, camper cover. Equipped to pull a travel trailer—equalizing hitch, lights and electric brake socket. **1982 18-foot Terry Lite Travel Trailer.** Tandem axle, air, completely self-contained, used one trip, like new, still under warranty. Will sell as unit for \$12,250 or separately for \$6,125 each. Call 339-2729.

1981 Honda 750 Custom. Saddle bags, sissy bar, crash bars, cruise. \$1,600. Call 481-8051.

1979 280Z. Automatic, air, AM/FM stereo, 36,000 miles, one owner. Call 499-8686.

1979 Harley Davidson Sportster. 1,000 CC, 8,400 miles, good condition, new battery, new tires. \$2,500. Call 644-0103.

1976 Chevrolet SWB. Four-door, excellent condition. \$2,795. Call 479-4333.

1973 Ford Gran Torino station wagon. Air, power steering and brakes. \$895. Call 461-7037.

1970 Chevrolet Biscayne. Runs good, work car. \$300. Call 649-4962.

1969 Plymouth Fury III. Runs good, excellent work car. \$700. Call 649-8632.

1964 Chevy II. For Parts. Call 479-6679.

1958 Ford tractor. Gasoline, good paint and tires. \$2,795. Call 487-0584 or 472-5902.

Carpet. Green on green plush, 10 ft.-11 in. x 15 ft., excellent condition. \$60. Call 531-4949.

Sofa bed. New Englander, 72-in. \$250. Call 479-5412.

Gelding. Sixteen years old, very good with beginners, tack included. \$500. Call 332-6988.

Wedding ring trio. One-third carat solitaire and matching band, oval shaped diamond. \$500. Call 477-6649 after 5 p.m.

Discover treasure hunting with this **Garrett metal detector.** Like new. \$85. **Female AKC Scottish Terrier.** Great with kids, 1½ years old. Includes dog house. \$175. Call 476-5836 or 479-8861.

WANTED

.22 rifle. Single shot. Call 473-0338.

FOUND

Men's wrist watch. Left at Medical Dispensary. Identify to claim. Call Ext. 6934.

PERSONAL

I want to thank all of my friends for making my retirement party possible. My wife and I really enjoyed seeing and visiting with everyone. I do appreciate the gift certificates and will use them to buy some golf equipment.

We plan to stay in the Houston area and would welcome a visit or call from any of you anytime.

Fred (Blue) Henshaw



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Published weekly by Shell's Deer Park Manufacturing Complex for its employees and pensioners. All inquiries should be addressed to **Shellegram**, Shell Oil Company, P.O. Box 100, Deer Park, Texas 77536.

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