

Osage Health Newsletter

LATEST HEALTH & WELLNESS NEWS, ACTIVITIES, AND HAPPENINGS

INSIDE

Updates

Welcome Lindsay King!
Unwanted Holiday Guest
Your Immune System and
Diabetes and Eye Care
Mr. & Mrs. Claus Event
Cervical Cancer Screening
Holiday Market

Health & Wellness Topics

The very latest of a variety of Health & Wellness topics happening today.

Welcome Lindsay King to the Osage Nation Health System!

The Osage Nation Health System is excited to welcome Lindsay King to our team as Chief Strategy Officer! She will be responsible for the health related self-governance efforts working with Tribal liaisons at both the state and federal levels, updating the current compact, or multi-year funding agreement (MYFA), as well as strategic planning metrics measurements and performance improvement of all assigned



programs as well as project director for the new EPIC electronic health record conversion underway with the health system. Lindsay, a proud citizen of the Cherokee Nation from the Lost City community in Cherokee County, Oklahoma, brings a wealth of experience, passion, and dedication to tribal health care.

Lindsay joins us following an 18-year career with the Indian Health Service (IHS), where she held key leadership roles across the Nashville and Oklahoma City IHS Areas, as well as at IHS Headquarters. Her career has been defined by a steadfast commitment to advancing self-determination, self-governance, and urban Indian health programs for tribes and tribal organizations.

One of Lindsay's most notable achievements was serving as an Agency Lead Negotiator for six IHS Area Offices. In this role, she held delegated authority from the Secretary of Health and Human Services, assisting Tribes and Tribal Organizations across Indian Country in their successful efforts to assume hospital and health clinic operations under compacts and funding agreements in alignment withthe Indian Self-Determination and Education Assistance Act.

Lindsay's academic accomplishments include a Bachelor's of Business Administration degree from Northeastern State University in Tahlequah, Oklahoma, and a Master's of Business Administration degree with an emphasis in Healthcare Management from The George Washington University in Washington, D.C. Lindsay shares her life with her husband, OJ, who is both Muscogee and Cherokee, and their daughter, Landry Skye. Together, they embrace an active lifestyle filled with travel, camping, and laughter.

Lindsay expressed her excitement about joining the Osage Nation Health System, stating, "I am thrilled to be part of the amazing work the Osage Nation Health System is leading to ensure all of our patients have access to high-quality and culturally competent healthcare." We are honored to have Lindsay as part of our team and look forward to the expertise and leadership she will bring as we continue to provide exceptional care to our community. Please join us in giving her a warm welcome to the Osage Nation Health System family!

Osage Nation Health System Counseling Center Hosts Meet Mr. and Mrs. Claus Event

By Laura Brooks



Mr. and Mrs. Claus prepared to take pictures



Bull Barrone sharing his Christmas wishes with Santa



Refreshments were provided to visitors

The Osage Nation Counseling Center hosted a "Pictures with Santa" event on Friday, Dec. 13, sponsored by the Community Opioid Intervention Prevention Program (COIPP) Grant. The event was held from 5 to 8 p.m. at the counseling center.

Children shared their Christmas wish lists with Santa and Mrs. Claus, selected candy canes from a decorated tree, and received Native American-themed coloring books.

Refreshments were also provided. Approximately 40 children and 25 families attended.

For adults, COIPP Peer Recovery Support Specialist Lily Lookout provided Narcan training and distributed Narcan kits. Attendees also received COIPP- and 988-branded items, including T-shirts, notebooks, backpacks, and stress balls.

The event was organized by Joseph Pratt, ONCC Grant Project Manager.

Osage Nation Prevention Program Hosts Annual Holiday Market

By Dana Lott

The Osage Nation Prevention Department hosted the Annual Osage Nation Holiday Market on Saturday, Dec. 7, 2024, at the Osage County Fairgrounds. The event provided a space for community members to shop and support Osage and Native American artisans, crafters, and artists.

The market featured a variety of handmade and unique items, including cultural regalia, beaded jewelry, and other crafts, along with food and treats. The Osage Nation Family Violence Prevention Program hosted a children's craft area with supplies and activities while adults shopped.

This year marked the seventh annual market, which began in 2018.

Attendance nearly doubled since the event's first year, growing from 252 attendees to 500 shoppers and vendors in 2024.



Prevention staff during Holiday Market



Over 40 vendors set up

The market attracted participants from across Osage Nation and out of state, including visitors from Canada, Ohio, Washington, D.C., Florida, Texas, Kansas, and Missouri.

Planning for the 2025 Osage Nation Holiday Market is already underway. Updates will be shared on the Osage Nation Health System and Osage Nation Prevention Program Facebook pages.

Osage Nation Health System Team Members attend AAAHC Accreditation Conference

By: Michelle Wollenzin



From Left to right: Kristy Roper (Registration), Hailey Kramer (Health Board Member), Tim Shadlow (Health Board Member), Michelle Wollenzin (Quality & Infection Control Specialist), Dr. Little (CMO), Marcy Barton (Director of Nursing, CNO), Joedon Mashunkashey (Maintenance Technician), William Mitchell (Facility Director).

Osage Nation Health team members attended the AAAHC Accreditation conference in Las Vegas this month. the conference Attending provides individuals with valuable information regarding the upcoming accreditation survey, networking with other tribal health organizations who participate in the same survey process, and connecting with surveyors and other AAAHC staff to have questions answered. The two-day conference is intense, with information accreditation about the standards. changes made to those standards. expectations on the survey process, and listening to surveyors' experiences on surveys that can assist us with a successful survey this summer.







adobbins@osagehealth.org

Your Immune System and Diabetes from the CDC

How your immune system works

Your immune system recognizes and fights off germs that can make you sick. Many people think of the immune system as protection inside the body. But your first line of defense is your skin, which keeps unwanted germs out.

The second layer of your immune system is a type of white blood cells circulating throughout your body known as lymphocytes. These white blood cells are on the lookout for threats that could make you sick, like bacteria, viruses, toxins, or fungi. Once your immune system recognizes these germs, it fights them off, often without you even noticing.

Your immune system also helps you build up immunity, or protection, against some viruses. Once it has learned to fight off a certain virus, it often remembers how to do it again. If you're exposed to a virus more than once, your immune system can usually fight it off faster. You may have fewer or no symptoms if you've already been exposed to that specific virus. Vaccines work by giving your immune system instructions on how to fight off a virus, protecting you from getting severely ill.

How diabetes affects your immune system

High blood sugar adds stress to your body and makes nearly every system work harder. This includes the white blood cells of your immune system. If you have diabetes, your immune system might be weakened and less effective. High blood sugar can also trigger a protective immune response called inflammation, which can damage your internal organs over time.

If you have inflammation, your immune system is working harder. When this happens while your Immune system may already be weakened, it's harder to fight off infections. Research shows that people with diabetes can have more frequent illnesses like respiratory tract infections, Influenza (flu), Pneumonia, urinary tract infections, and skin infections. It may also take longer to heal or recover from illnesses, cuts, and wounds.

If you do get sick, you may notice that your blood sugar levels are higher than usual. To fight off illness, It may also take longer to heal or recover from illnesses, cuts, and wounds.

If you do get sick, you may notice that your blood sugar levels are higher than usual. To fight off illness your immune system releases hormones that can increase your blood sugar temporarily. Some cold and flu medicines can also raise your blood sugar. On the other hand, fever, sweating, and poor appetite can cause low blood sugar. Be sure to monitor your blood sugar closely and take steps if it gets too high or too low.

Diabetes, COVID-19, and flu

People with diabetes might not have a higher risk of getting infected with COVID-19 or flu. However, research shows that they have an increased risk of getting severe illness from these viruses. This is especially true if their blood sugar is not well-managed.

You can help protect yourself from COVID-19 and flu by getting vaccinated and staying up to date on all boosters that you're eligible for. Vaccines are a safe and effective way to prevent getting severely ill.

How to stay healthy with diabetes

There are plenty of things you can do to boost your immune system:

Keep your blood sugar levels within your target range to protect your immune system. This can help prevent short- and long-term illnesses, and help you recover sooner if you do get sick.

Eat plenty of fruits and vegetables. Fruits and vegetables are rich in vitamins and minerals that help your immune system work well. Try eating many colors of fruits and vegetables to get a variety of vitamins and minerals. Talk to your doctor before taking any vitamin or mineral supplements.

Be physically active. Physical activity can help you manage your blood sugar levels and keep your immune system strong in case you get sick.

Wash your hands. Germs can spread from surfaces you touch every day. Washing your hands often is an important way to stay healthy.

Manage stress. When your stress level is high, your immune system may have a harder time fighting off infections. Stress can also raise your blood sugar levels. Learn how to recognize when your stress level is high and practice relaxing activities like mindfulness, meditation, or yoga. Even 5 minutes can help you unwind.

Get enough sleep. Being well-rested is important for everybody's good health. If you regularly get less than 7 hours of sleep, your diabetes will be harder to manage. Too little sleep can also make it harder for your immune system to fight infections.

(Continued to page 5)

Dental News! Meet Dr. Hamilton

By Miranda Sholz, DDS



I am very pleased to announce that Dr. Michael Hamilton, DDS has joined the WahZhaZhe Dental Clinic staff as our new general dentist. Dr. Hamilton and I attended dental school together, and we are fortunate to have someone with his skillset on our team.

An avid Sooner fan, Dr. Hamilton completed his undergraduate education at the University of Oklahoma. After graduation, he went on to earn his doctorate degree from the University of Oklahoma College of Dentistry. Upon graduation, Dr. Hamilton entered private practice in Pawhuska, Oklahoma where he practiced for two years.

Dr. Hamilton was born and raised in Bartlesville and prioritizes giving back to the community. He currently coaches youth wrestling for the Pawhuska Club Wrestling program. He is newly married and is expecting his first child. When he is not working, Dr. Hamilton enjoys hunting, fishing, and spending time with family. If he had not pursued dentistry, he says he would be a wildlife biologist.

Dr. Hamilton has a special interest in restorative and preventive dentistry. He loves forming relationships with patients and finds great satisfaction in working within a specialized field to serve others. He is currently accepting new patients and looks forward to meeting you. Call (918) 287-9300 to schedule your appointment.

Your Immune System and Diabetes from the CDC

(Cont. from page 4)

Get vaccinated and stay up to date

Vaccines are a crucial way to protect yourself from getting sick and prevent severe illness. Vaccines are especially important for people with diabetes. Be sure to ask your doctor about your vaccine schedule if you're not sure whether you're up to date:

COVID-19 vaccine is recommended for everyone but is especially important for people with type 1 or type 2 diabetes. Make sure you get your initial dose(s) as well as any boosters you're eligible for. Hepatitis B vaccine is recommended for all adults younger than 60. It's especially important for people with type 1 or type 2 diabetes, who have a higher risk of hepatitis B.

Influenza (flu) vaccine is recommended every year for everyone over 6 months old, and especially for people with diabetes who might have weaker immune systems.

Pneumococcal vaccine is recommended for adults 65 or older and for adults 19 to 65 with certain medical conditions or risk factors, including diabetes.

Shingles vaccine is recommended for all adults 50 years and older, even if you've already had shingles, chickenpox, or the varicella (chicken pox) vaccine.

Tdap vaccine is recommended every 10 years to protect against tetanus, diphtheria, and pertussis (whooping cough).



The Unwanted Holiday Guest: Dealing with Mental Health Challenges of SAD

By: Mark Rogers, CEO



Seasonal affective disorder is considered a depressive disorder - a subtype of major depression with seasonal changes. This means that it starts in autumn and lasts through the winter months, improving in the spring. About 5% of Americans have SAD. Women are four times more likely to experience it. Additionally, people who live in northern states, like the Pacific Northwest, Alaska and New England, tend to experience seasonal affective disorder more. Seasonal affective disorder can begin at any age. It typically starts between ages 18 and 30. Seasonal depression during the holidays are both challenging and burdensome and can be magnified in a variety of ways. It is a very real issue for many families. Compounding these issues of seasonal depression are reliving experiences of loss, crisis, or other significant emotional event that creates emotional triggers for sufferers of season depression. People who experience this may also be experiencing other challenges, or "triggers," such as financial or food insecurity that is seriously impacted by the pressures to spend money they do not have in order to participate in the "season of giving" exacerbating conditions that may already be plaguing the suffers of seasonal depression. However, there is help and

ways to combat this by individual action, families who know or recognize seasonal depression with their family members or even our closest friends. Some tips and thoughts to battles seasonal depression are:

- Make a habit of getting out for a daily walk. This helps your mood by breathing in fresh air and providing a change in scenery, all while exercising.
- Add vitamin D into your diet and nutritional changes. Consult with a nutritionist or physician on what kinds of things you should target in your diet or what you should increase.
- Plan fun activities and stick to those commitments. Once SAD begins, you're more likely to pull back and cancel plans.
- Get social with friends and family. This helps stimulate your mind and mood by being around others.
- Move your body with physical activity. It doesn't have to be hard exercise, but moving your body will provide physical stimulation. If you can participate in an exercise group or class, that allows you to get physical and social benefits.
- Reach out to your support network. Tell your family and friends how this change of season affects you so they can check in on you. They can also help hold you accountable to your commitments and support you.
- Recognize what "triggers" are going on and ways to consciously mitigate them and their effects.

If you experience some of these symptoms, consider talking to your health care provider. SAD can improve with proper treatment. If you are experiencing a mental health crisis, call or text 988 or explore the 988 Suicide and Crisis Lifeline.

Taking Care of Your Eyes When You Have Diabetes

Mr. Johnson. you're due for an annual diabetic eye exam



Dr. Smith. mv vision is fine. I don't know why I need an eye exam every year.

Protect your vision: A diabetic eve exam can detect problems early. High blood sugar or high blood pressure over time can cause damage to the eyes. In some cases, this can lead to vision loss.



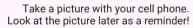
Get a diabetic eye exam at least once a vear to find and treat eye problems early.



Take care of your blood sugar and blood pressure.



"I'm glad I went for my eye exam. Small problems were found that can be treated."







If you notice sudden changes in your vision, talk with your health care provider right away.





Produced by the IHS Division of Diabetes Treatment and Prevention For more diabetes information and materials, visit www.ihs.gov/diabetes 10/2018

Accepting New Patients 918.287.9300

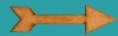
OSAGE NATION HEALTH SYSTEM

OPTOMETRY DEPARTMENT



JOIN THE CONVERSATION!

Learn about Osage Health Watch's mission to empower listeners with valuable information, resources, and inspiring stories-promoting health advocacy and positive change within Indigenous communities.





Follow OHW on Facebook, Instagram, X, Spotify, and YouTube to stay connected and informed!

Cervical Cancer Screening: A Lifesaving Priority for Women

National Cancer Institute

Cervical cancer remains one of the most preventable and treatable forms of cancer when detected early. Regular screening plays a crucial role in identifying changes in cervical cells before they become cancerous. The Osage Nation Health System (ONHS) urges all women to stay proactive with their health and prioritize timely cervical cancer screenings.

Understanding Cervical Cancer Screening Methods

Screening involves tests designed to identify high-risk HPV (human papillomavirus) types or detect abnormal changes in cervical cells. The primary methods include:

1. HPV Test:

- Detects high-risk HPV infections, which are a leading cause of cervical cancer.
- Recommended every 5 years for women aged 25-64.

2. Pap Test (Pap Smear):

- Examines cervical cells for abnormalities that could progress to cancer.
- Recommended every 3 years when conducted alone.

3. HPV/Pap Cotest:

- Combines both the HPV test and Pap smear for a comprehensive assessment.
- Recommended every 5 years for optimal results.

Who Should Get Screened?

Age-Based Recommendations:

- Women 25-64 years:
 - HPV test every 5 years (preferred).
 - HPV/Pap cotest every 5 years.
 - o Pap smear alone every 3 years.
- Women 65 years and older:
 - Screening can be discontinued if:
 - There's no history of cervical precancer or cancer.
 - Consistent normal results have been maintained for the past 10 years.

Special Circumstances:

Women with weakened immune systems, a history of cervical cancer, or who are HIV-positive may require more frequent screenings. Women who've had a hysterectomy may need

Women who've had a hysterectomy may need continued screening based on their medical history.

Why Is Screening Important?

Cervical cancer often develops silently, showing no symptoms in its early stages. Routine screenings can detect abnormal changes early, allowing for timely treatment and prevention.

HPV Vaccination: While the HPV vaccine protects against many high-risk virus types, vaccinated individuals still need regular screenings, as the vaccine doesn't prevent all cervical cancer cases. Where to Get Screened

The Wahzhazhe Health Center and various local health facilities offer cervical cancer screenings.



Wahzhazhe Health Center Address: 715 Grandview Avenue, Pawhuska, OK 74056

Phone: 918-287-9300

Hours: Monday - Friday, 8:00 a.m. - 6:00 p.m. Website: www.osagehealth.org

Take Action for Your Health

Cervical cancer is preventable. By scheduling regular screenings and maintaining follow-up care, you are taking a significant step to protect your health and well-being. The Osage Nation Health System remains dedicated to providing quality care, empowering women to make informed health decisions.

Don't wait—schedule your cervical cancer screening today. Your health matters, and we're here to support you every step of the way.

Diabetic Eye Disease

What is diabetic eye disease?

Diabetic eye disease can happen when a person has high blood sugar over a long period of time. This causes blood vessels in the back of the eye to leak or bleed. It can occur in one or both eyes. This is called **retinopathy**.

How do you know if you have diabetic eye disease?

There are often no warning signs. The only way to know if you have diabetic eye disease is by getting your eyes checked. People with diabetes need to get their eyes checked at least once a year.

There are two ways to check:

- 1 Get a dilated eye exam by an eye doctor.
- Some clinics can screen for diabetic eye disease by taking pictures of the back of your eyes.







You can help prevent or slow diabetic eye disease.



Manage your blood sugar and blood pressure.



Take your medicines as prescribed.



Get an eye exam every year.



If you notice sudden changes in your vision, talk with your health care provider right away.



Produced by the IHS Division of Diabetes Treatment and Prevention For more diabetes information and materials, visit www.ihs.gov/diabetes 10/2018



Take a picture with your cell phone. Look at the picture later as a reminder!



Accepting New Patients 918.287.9300

For more information on ONHS Services Please visit Osagehealth.org.

10 Ways to Stay Safe as You Deck the Halls this Holiday Season

By: The American Red Cross

The holiday season is here, and the American Red Cross wants everyone to stay safe from home fires as they decorate their homes for the upcoming festivities. Decorations like trees, lights and candles increase the risk of home fires during the holidays—with Christmas, New Year's Eve and New Year's Day being the top three days for home candle fires, according to the National Fire Protection Association. The Red Cross wants people to stay safe from home fires—the nation's most frequent disaster—by testing their smoke alarms and practicing their home fire escape plan with free resources at redcross.org/homefires. In addition, you can follow these 10 simple safety tips as you put up lights and ornaments:

- 1. Check all holiday light cords to make sure they aren't frayed or broken. Don't string too many strands of lights together—no more than three per extension cord.
- 2. If are buying an artificial tree, look for the fire-resistant label. When putting it up, keep it away from fireplaces, radiators and other sources of heat.
- 3. If getting a live tree, make sure it's fresh and water it to keep it fresh. Bend the needles up and down to make sure no needles fall off.
- 4. If using older decorations, check their labels. Some older tinsel is lead-based. If using angel hair, wear gloves to avoid irritation. Avoid breathing in artificial snow.
- 5. When decorating outside, make sure decorations are for outdoor use and fasten lights securely to your home or trees. If using hooks or nails outside, make sure they are insulated to avoid an electrocution or fire hazard.
- 6. If using a ladder, be extra careful. Make sure to have good, stable placement and wear shoes that allow for good traction.
- 7. Don't use electric lights on metallic trees.
- 8. Don't forget to turn off all holiday lights when going to bed or leaving the house.

- 9. Keep children, pets and decorations away from candles.
- 10. If hanging stockings on the fireplace mantel, don't light the fireplace.

HOME FIRE CAMPAIGN SAVE LIVES Every eight minutes, donations to the Red Cross help someone affected by a disaster—most often, home fires. Sadly, these events take more lives each year than all other natural disasters combined in the U.S. To prevent these tragedies, the Red Cross launched the national Home Fire Campaign in October 2014, working with volunteers and community partners to install free smoke alarms and help families create escape plans. Through the campaign, the Red Cross and its partners have reached more than 1.6 million people and helped save at least 474 lives across the country by:

Installing more than 1.5 million free smoke alarms
Making 623,000 households safer from the threat
of home fires

Reaching more than 1.2 million children through youth preparedness programs

You can help save lives by making a financial donation to support our mission, signing up to become a volunteer or taking steps to protect your own family from home fires.

About the American Red Cross: The American Red Cross shelters, feeds and provides emotional support to victims of disasters; supplies about 40 percent of the nation's blood; teaches skills that save lives; provides international humanitarian aid; and supports military members and their families. The Red Cross is a not-for-profit organization that depends on volunteers and the generosity of the American public to perform its mission. For more information, please visit redcross.org to learn more.



Osage Nation Family Violence Prevention: A Lifeline for Safer Communities



The Osage Nation Family Violence Prevention (ONFVP) program stands as a beacon of hope, dedicated to breaking the cycle of domestic and family violence. With a proactive mission to raise awareness, provide critical resources, and foster cultures of safety and respect, ONFVP ensures that individuals and families are equipped to build healthier, violence-free lives.

Our Mission ONFVP operates with a clear and impactful mission:

- **Prevent Family Violence**: Proactively address and eliminate instances of domestic violence.
- Protect Victims: Offer safety, resources, and support to survivors.
- Promote Healthy Relationships: Educate communities to break the cycle of abuse and cultivate respect.

By focusing on awareness, education, and hands-on services, ONFVP empowers individuals to reclaim their sense of safety and dignity.

Who We Serve ONFVP extends its services to a wide range of individuals:

- Osage Nation tribal members worldwide.
- Members of federally recognized tribes in Oklahoma and parts of Kansas.
- All residents of Osage County.

This inclusive approach ensures that victims of family violence, regardless of background, receive the help and care they need.

Comprehensive Services ONFVP offers a wide variety of services tailored to meet the needs of survivors, providing both immediate and long-term support:

Victim Advocacy

Advocates guide survivors through the complex processes of protection, healing, and justice.

Protective Order Assistance

- ONFVP assists eligible clients in filing protective orders to restrict the actions of offenders.
- Advocates accompany clients to court proceedings to ensure their voices are heard.

Safety Planning

- Safety planning helps survivors prepare for emergencies, make exit strategies, and secure important documents.
- Security cameras are provided to the most vulnerable clients based on lethality assessments.

Shelter Services

- A 24/7 shelter welcomes survivors and their minor children (including boys up to age 12).
- ONFVP provides temporary hotel/motel accommodations and food vouchers, If shelter capacity is exceeded,

Housing & Utility Assistance

• Eligible clients receive help with rent, application fees, utility costs, and essential household supplies.

Crisis Response

 The ONFVP 24/7 Crisis Line ensures that help is always just a call or text away.

These robust services reflect ONFVP's commitment to fostering safety, support, and empowerment for survivors.

Establishing a Sense of Safety ONFVP prioritizes safety in all aspects of its work. Protective orders, safety plans, and immediate crisis responses are central to keeping survivors out of harm's way. Applicants seeking protective orders must meet the following qualifications:

- Reside in Osage County.
- Be experiencing fear for their safety due to threats, intimidation, or harm.
- Provide a valid address for the offender.

Protective orders serve as a legal tool to restrict dangerous behavior, providing survivors with a muchneeded sense of security.

The 24/7 Crisis Line ONFVP's Crisis Line operates with strict safety precautions to protect callers:

- Crisis advocates answer calls with a neutral greeting to avoid raising suspicions with abusers.
- Texting is available for those who cannot safely call.
- Advocates return missed calls only when it is safe to do so.

The Crisis Line ensures that survivors always have a safe and accessible point of contact for support. Call 866.897.4747 for immediate help.

October and November Employee Recognition Awards

October



Kimberly Brave, Family Violence Prevention, Employee of the Month



Jane Perrier, ONHS Human Resources, Special Leadership Award



Eryn Owens, Family Violence Prevention, Unsung Hero Award

November



Samantha Gillett, ONHS Prevention, Employee of the Month



Jami Jones, ONHS CHR, Special Leadership Award



Darren Williams, ONHS IT, *
Unsung Hero Award

PLEASE NOTE: Upcoming events can be found at Osagehealth.org/upcoming-events/

MPORTANT NUMBERS

Wahzhazhe Health Center 918.287.9300

Title VI 539.212.2510
Prevention 539.212.2521
ONHS Security 539.212.2559

Family Violence Prevention (FVP) 539.212.2506 FVP 24/7 Crisis Hotline 866.897.4747 24/7 Suicide Crisis Lifeline: 988

ONHS Counseling Center
M-F 8a-4:30p
539.212.2499

988 SUICIDE & CRISIS LIFELINE