



TRAUMA INTERVENTION
PROGRAM NORTHWEST

(503) 940-7997

24-HOUR SUPPORT

2024 | VOLUME 17

RESOURCE GUIDE



WWW.TIPNW.ORG

OFFICE: (503) 823-3937 | 4800 NE 122ND AVE, PORTLAND, OR 97230



OUR SERVICES:

- Trauma Services
- After Death Cleanup
- Biohazard Cleanup
- Suicide Cleanup
- Homicide Cleanup
- Unattended Death / Decomposition
- Hoarding Cleanup



Veteran Owned and Operated

We work with all insurance companies



971-232-3199

We cover all of Oregon and Washington

TIPNW appreciates the advertisers who make this Resource Guide possible. TIPNW cannot recommend or endorse any business.



TIP 24-HOUR SUPPORT NUMBER: 503-940-7997

▶ TIP VOLUNTEER(S) _____

▶ AGENCIES INVOLVED _____

▶ IMPORTANT NUMBERS _____

▶ FUNERAL HOME NAME _____

▶ FUNERAL HOME PHONE _____

▶ NOTES _____

FOR SUPPORT:

- CALL
- TEXT
- LEAVE A VOICEMAIL

503-940-7997

WHAT IS TIP?

Trauma Intervention Program NW, founded in 1992, is a group of specially trained and thoroughly screened volunteers who provide emotional and practical support to victims of traumatic events and their families in the first few hours following a tragedy.

TIP Volunteers support family and friends following suicides; natural or unexpected deaths; drownings; motor vehicle fatalities; victims of fires and crimes; witnesses to crimes and those affected by violence.

TIP is a 501(c)3 nonprofit organization, and every donation is tax deductible. Services are provided to clients and their families free of charge and are made possible by donations from local government, businesses, and individuals.

TIP Volunteers respond immediately to any crisis 24 hours a day, 365 days a year.

YOU MATTER TO US

We'd like to hear from you. Please visit us online to give feedback, ask questions or request additional resources.

www.tipnw.org



@ TIP Northwest



@ TIPNW



@ TIPNW



TIPNW - Trauma Intervention Program

General Information

DEATH CERTIFICATES

There is a fee for the death certificate. Fees vary by state. Certified copies are suggested for insurance, insured loans, stocks and bonds, and any joint ownership, real property in joint ownership, etc. If copies are needed within 10 days of the date of death, please check with your funeral director. After 10 days, go to Vital Records Office.

VITAL RECORDS OFFICE

Oregon 800 NE Oregon Street, Room 205, Portland, OR 97232 (Physical Address)
PO Box 14050, Portland, OR 97293-0050 (Mailing Address)
888-896-4988

Washington 2000 Fort Vancouver Way, Vancouver, WA 98661
360-236-4313

Online www.VitalCheck.com

You will need to provide the following information of the deceased: full name; spouse's name (if applicable); date of death; date of marriage/divorce; place of death; issuing county of marriage/granting divorce; and your name and relationship to the person on the record, or reason for needing the record.

SOCIAL SECURITY

Your funeral director will file for SSA-721 "Statement of Death". You must contact the Social Security Office to file for the lump sum death benefit, if applicable. Contact: 1-800-772-1213 or at www.ssa.gov.

US DEPARTMENT OF VETERANS AFFAIRS

Your funeral director will secure the flag for you at the time of death for an honorably discharged veteran. Additional benefits apply if the death occurred in a VA facility or if the veteran is under special VA care. The funeral home will assist you in the completion of the burial benefits claim. You will need a copy of the deceased's "DD-214". For further questions, contact the Veterans Administration at 1-800-827-1000.

INSURANCE

If the deceased is a Veteran, contact the Veterans Administration at 1-800-827-1000 for coverage. Notify other personal insurance companies or local agents of same on those policies held by the deceased. Check for coverage, health and accident insurance, life insurance, savings and checking accounts, and department store and credit card accounts that may have death insurance coverage. If the deceased was a homeowner, check for the possibility of mortgage insurance. A certified copy of the death certificate is usually needed for each policy.

BANKS

Notify the bank of person's death and inquire about checking accounts, government bonds, time saving certificate, etc. If joint account, consider transferring all money accounts to your name and adding additional names to bank accounts and safety deposit boxes for protection.

DEPARTMENT OF MOTOR VEHICLES

A certified copy of the death certificate is required to change a car title. Take one original certified copy of the death certificate and the DMV will make a photocopy. If you are unable to obtain a copy of the death certificate, an obituary will suffice.

UNION BENEFITS

Employment could include benefits through a labor organization. Since membership benefits are varied, check with the individual organizations. A certified copy of the death certificate may be needed for application of benefits.

DEPARTMENT OF REVENUE

Oregon 800-356-4222
Washington 360-705-6705

INTERNAL REVENUE SERVICE

Contact the IRS by calling 1-800-829-1040 or by going to their office or on the web at irs.gov.

Oregon 1220 SW Third, Suite 272, Portland, OR 97204
844-545-5640

Washington 500 W 12th Street, Suite 200, Vancouver, WA 98660
844-545-5640

HOME AND PROPERTY

Contact the County Assessor's office in the county where your home is located. Be sure to have a certified copy of the death certificate available if needed.

Multnomah 503-988-3326
Clackamas 503-655-8671
Washington 503-846-8741
Clark 564-397-2391

PUBLIC RETIREMENT

If the deceased is or was a member of a public, county, state, or public school employee, notify:

PERS 1-888-320-7377 (Public Employees Retirement Systems)
DRS 1-800-547-6657 (Washington Department of Retirement Systems)

Required Information for a Death Certificate

ARRANGEMENTS FOR: _____
First Name Middle Name Last Name

DATE OF BIRTH: _____ BIRTHPLACE: _____ SEX: _____

US VETERAN: Yes / No SERVED IN COMBAT? Yes / No SOCIAL SECURITY NUMBER: _____

MARITAL STATUS: Married Divorced Widowed Never Married SPOUSE'S NAME: _____

RACE: White or Caucasian Black or African American American Indian/Alaska Native Tribe _____
 Asian Indian Chinese Filipino Japanese
 Korean Vietnamese Native Hawaiian Samoan
 Guamanian/Chamorro Other Asian (specify) _____
 Other Pacific Islander (specify) _____
 Other (specify) _____

HISPANIC: Not Hispanic Puerto Rican Mexican, Mexican American, Chicano
 Cuban Other Spanish/Hispanic/Latino (specify) _____

EDUCATION: 8th grade or less 9th-12th grade, no diploma High school diploma/GED
 Some college Associate's degree Bachelor's degree
 Master's degree Doctorate degree

USUAL OCCUPATION: _____ INDUSTRY: _____

RESIDENCE: _____
Street Address

City County State Zip Code City Limits?

FATHER'S FULL NAME: _____
First Name Middle Name Last Name

MOTHER'S FULL NAME: _____
First Name Middle Name Mother's Maiden Name

NEXT OF KIN FULL NAME: _____

NEXT OF KIN/RESPONSIBLE PARTY NAME: _____

ADDRESS: _____

PHONE NUMBER: _____ RELATIONSHIP: _____

METHOD OF DISPOSITION: Burial Cremation Whole Body Donation Removal from State

Required Information for a Death Certificate

NAME AND RELATIONSHIP OF FAMILY MEMBERS:

Name

Relationship

Address & Phone

NAMES OF ORGANIZATIONS/LODGES ETC. TO BE CONTACTED:

PLACE AND TYPE OF SERVICE:

Some families choose to have no service. Your funeral service provider should honor and respect all of your wishes. A service can be an important time for those who are left to grieve. A service doesn't have to be formal or expensive, but a time to commemorate a life well lived.

SERVICE TO BE HELD: Funeral Home Church Private Home Lodge Other

TYPE OF SERVICE(S): Memorial Service Funeral Service Celebration of Life

VIEWING: Yes / No **IF YES:** Public Viewing at Service Private Viewing Only

DETAILS OF SERVICE: (speaker, special music selections, musician(s), etc.)

MEMORIAL CONTRIBUTIONS TO: _____

OBITUARY: (List papers or media in which the obituary is to be placed. Some papers will charge for this service. Your funeral service provider should advise you if there is a fee.)

IF AVAILABLE, WOULD YOU LIKE AN OBITUARY ON THE FUNERAL HOME'S WEBSITE FOR NO FEE? YES NO

Checklist Following A Death

- Select a funeral home.
- Schedule an appointment with a funeral director to arrange for disposition.
- Prepare for the appointment by having completed Required Information for Death Certificate (see pages 5 and 6).
- Choose type of disposition for the deceased.
- Make a list of the those who should be informed immediately (e.g. family, friends, employer, schools). Notify these parties, either yourself or with the assistance of a trusted family member or friend.
- Enlist family and friends to assist with tasks and the immediate needs of your household (e.g. grocery shopping, cleaning, child care, pet care, etc).
- Get together with family and friends to write the obituary.
- Notify the deceased's lawyer and or financial advisor.
- Obtain several copies of the death certificate. Your funeral home will assist in this process.
- Notify insurance companies (including automobile insurance) to request immediate cancellation and any appropriate refunds.
- Investigate death benefits of any life and casualty policies and any income due to survivors from these sources.
- Determine any outstanding debts or installment payments and how they will be satisfied. Contact individual creditors for additional information.
- If the deceased lived alone, notify the utilities and if appropriate, the landlord, of the death.
- Cancel newspaper deliveries and request that the US Postal Service forward mail.
- Refer to General Information Guide for a more comprehensive listing of entities that may require death notification, including Social Security Administration, Internal Revenue Service, Department of Motor Vehicles, US Department of Veterans Affairs, banks, and unions.

Do I Need a Lawyer?

You may have questions that are best answered by an attorney that specializes in estates and probate.

QUESTIONS YOU MIGHT HAVE:

- Who do I notify about bills?
- What if there isn't a will?
- Can I live in the house?
- Can we have a garage sale?
- Who pays for the utilities?
- How do I keep others from taking dad's tools?
- What about the medical bills?
- What about the mortgage?

WHAT IS PROBATE?

Probate is a legal process whereby a court oversees the distribution of assets left by a deceased person. Assets are anything a person owns with value, such as real and personal property and cash, for instance.

Probate involves a good deal of paperwork that must be filed in a timely manner. To achieve the results you want, probate should be managed with an understanding of the legal principles involved.

A probate lawyer can help you avoid many possible tax traps and other problems that may arise. Also, a lawyer can help you prepare and file the legal documents and prepare you for hearings in court.

To find a Probate or Estate Attorney, call the Bar Association Lawyer Referral Service. Your local bar association can help you find one:

OR (503) 684-3763

Oregon State Bar Lawyer Referral Service
and Modest Means Program

WA (360) 695-0599

Clark County Bar Association
Lawyer Referral Service

Care of the Body

AT THE TIME OF DEATH, a family can choose anatomical donation, burial or cremation. There is no right or wrong choice, only what best suits the wishes of the deceased or the next of kin. It is important to note that the Power of Attorney (POA) ceases at the time of death. Thus, the POA does not have the authority to make decisions regarding human remains.

ANATOMICAL DONATION

This is a time sensitive decision at the time of death. A person may donate their body or the body of a loved one to an organization which accepts these gifts. Usually, arrangements for donation are made prior to the death. Facilities and organizations accept human remains on a case-by-case basis and have procedures and an extensive questioning process to determine if a donation is possible. Depending upon the institution, there may be costs associated with an anatomical donation.

CREMATION - FLAME OR AQUA

Families or individuals choose cremation for various reasons. The most minimal option is direct cremation where there is no viewing or service involving the funeral home. Aqua cremation is a flameless process that uses water instead of fire.

A family can also choose a cremation with a funeral service which takes place at a funeral home. This may include a viewing, dressing, and casketing, either in a rental or cremation casket. Families may also choose a cremation with a memorial service, which may or may not use the funeral home facilities. The cremated remains may or may not be present at the service.

BURIAL - DIRECT, TRADITIONAL OR GREEN

Burial usually takes place within a week of the death but in some cases later. Refrigeration is required by law after 24 hours of the death. Embalming is not required by law but is determined by the type of funeral service the family chooses. It is required when a body is transported via airlines or burial in an above ground mausoleum or crypt.

Direct burial does not include any viewing, services or family present at the cemetery. The funeral home caskets the body and delivers it to the cemetery.

Traditional burial usually includes the following: dressing, viewing, funeral or graveside service.

Green burial is a more environmentally friendly form of burial where the deceased's body recycles naturally into the earth. The body isn't cremated or embalmed, and biodegradable caskets or shrouds may be used. Some funeral establishments are limited by their license as to what services they can provide.

FIRE · INDUSTRY · RESTORATION · EXPERTS



24-HOUR SERVICE | EMERGENCY CONTACT

- Board Up
- Shoring Stabilization
- Tree Removal
- Temporary Fencing
- Electrical Safe-Off
- Fire Scene Protection

Greg Philo..... 503-317-3295

Office..... 503-305-7285

Fax..... 503-305-7284

Online..... www.fireexperts.net

facebook.com/fireexperts.net

YOUR RESTORATION EXPERTS | 24-HOUR EMERGENCY RESPONSE

TIPNW appreciates the advertisers who make this Resource Guide possible. TIPNW cannot recommend or endorse any business.

Things to Consider When Choosing a Service Provider

It's okay to not know what you want after your loved one has died. Thinking about the items below can help direct you to the proper funeral service provider. **Here are a few questions you may want to ask:**

FIRST THOUGHTS

- What type of disposition do you need?
- Do you want to have a visitation?
- Are there charges for viewing?
- Is the location of the viewing at the funeral home?
- Do you want to have a service?
- Is there a place for the service?

LOCATION


- Since you may need to visit there several times, what is the distance to the funeral home?
- Are there charges for transportation of the body?
- What is their after-hours availability?

BURIAL/GREEN BURIAL

- What does the burial package include?
- What is the price range for caskets?
- What are the costs or needs for a biodegradable container?
- Are Death Certificates included?

CREMATION/AQUA CREMATION

- What does the cremation package include?
- What is the cost of the cremation container?
- Are Death Certificates included?



MT. CALVARY & GETHSEMANI
 CATHOLIC FUNERAL SERVICES

**OFFERING CEMETERY,
FUNERAL HOME, AND
CREMATORY SERVICES**

OFFERING SERVICES THROUGH
BOTH OUR MT. CALVARY AND
GETHSEMANI LOCATIONS.

ALLOW US TO HELP YOU
COMPLETE ALL ARRANGEMENTS
ON SITE, AT YOUR PARISH,
OR AT HOME.

TO LEARN MORE:
503-659-1350
WWW.CCPDXOR.COM


**ARCHDIOCESE
OF PORTLAND**
 OREGON

Respect. Honor. Remember.





TERRY FAMILY
FUNERAL HOME

Dwight & Amy Terry
Owners & Funeral Directors

Funeral Home Staff Available 24 Hours

*“Dedicated to providing excellent service
and superior care of your loved one.”*

503-249-1788

2337 N Williams Ave, Portland, OR 97227
www.terryfamilyfuneralhome.com



FUNERAL AND CREMATION SERVICE

Serving the Portland Metro Area Since 1990

*Celebrate a Life
Let us Help*

OMEGA is one of Portland's only
family-owned and operated funeral homes

- Affordable Funeral & Cremation Services
- Spacious Chapel, Reception & Viewing Rooms
- Serving Families of Many Faiths & Ethnicities
- We Specialize in Sending Your Loved One Back to Your Home Country or State
- On-Site Crematory
- Pre-Planning Available



Offering Aqua Cremation

Call us for more information

Or visit us online at www.OmegaServices.com

503 231-6030

Follow us on Facebook @ [omegafuneralandcremationservice](https://www.facebook.com/omegafuneralandcremationservice)

Or Instagram @ [omegafhportland](https://www.instagram.com/omegafhportland)

223 SE 122nd Ave., Portland, OR 97233

TIPNW appreciates the advertisers who make this Resource Guide possible. TIPNW cannot recommend or endorse any business.

Multnomah/Clackamas County & Surrounding Areas Funeral Homes

Affordable Funeral Alternatives	Gresham	97030	503-618-9396
Aftercare Cremation and Burial	Gresham	97030	503-760-3600
Attrell's Newberg Funeral Chapel	Newberg	97132	503-538-2191
Attrell's Sherwood Funeral Chapel	Sherwood	97140	503-625-6515
Bateman Carroll Funeral Home	Gresham	97030	503-665-2128
Canby Funeral Chapel	Canby	97013	503-266-1144
Care Cremation Service	Gresham	97080	503-656-9177
Columbia Funeral Home and Cremation Services	St. Helens	97051	503-397-1154
Cornerstone Funeral Services and Cremation	Boring	97009	503-637-5020
Cornwell Wilsonville Funeral Chapel and Cremation	Wilsonville	97070	503-682-1177
Crown Cremation Services	Portland	97232	503-208-9986
Crown Cremation Services	Salem	97301	503-345-7559
Crown Cremation Services	Tualatin	97062	503-343-5499
Duyck and VanDeHey Funeral Home	Forest Grove	97116	503-357-8749
Duyck and VanDeHey Funeral Home	Hillsboro	97124	503-645-2040
Estacada Funeral Chapel	Estacada	97023	503-630-3829
Family Memorial Mortuary	Gresham	97030	503-736-0102
Finley Sunset Hills Mortuary	SW Portland	97225	503-292-6654
Fir Lawn Memorial Park and Funeral Home	Hillsboro	97123	503-640-2277
Fuiten, Rose and Hoyt Funeral Home	Forest Grove	97116	503-357-2161
Gethsemani Funeral Home and Catholic Cemetery	Happy Valley	97086	503-659-1350
Gresham Memorial Chapel	Gresham	97080	503-618-8176
Heritage Memorial Cremation Service	SE Portland	97202	503-231-1400
Hillside Chapel	Oregon City	97045	503-656-4285
Holman-Hankins-Bowker and Waud Chapel	Oregon City	97045	503-656-2661
Holman's Funeral and Cremation Service	SE Portland	97214	503-232-5131
Hustad Funeral Home	N Portland	97203	503-286-9663

Multnomah/Clackamas County & Surrounding Areas Funeral Homes

FUNERAL HOMES

Lincoln Memorial Park and Funeral Home	SE Portland	97086	503-771-1117
Macy and Son Funeral Home	McMinnville	97128	503-472-6151
Molalla Funeral Chapel	Molalla	97038	503-829-2379
Mt. Scott Funeral Home	SE Portland	97206	503-771-1171
National Cremation Service	Tigard	97223	503-598-9002
Neptune Cremation Service	Happy Valley	97086	971-206-5000
OMEGA Funeral and Cremation Services	SE Portland	97233	503-231-6030
Oregon Cremation Company	Happy Valley	97086	503-235-3104
Peake Funeral Chapel	Milwaukie	97222	503-654-7755
Pegg, Paxson and Springer Funeral Chapel	Beaverton	97005	503-644-1176
River View Cemetery Funeral Home	S Portland	97219	503-246-6488
Riverview Abbey Funeral Home	SW Portland	97219	503-244-7577
Rose City Cemetery and Funeral Home	NE Portland	97213	503-281-3821
Ross Hollywood Chapel and Killingsworth St. Johns Lombard Little Chapel of the Chimes	NE Portland	97213	503-281-1800
Sandy Funeral Home	Sandy	97055	503-668-6015
Skyline Memorial Garden Funeral Home and Cemetery	NW Portland	97229	503-292-6611
Springer and Son Aloha Funeral Home	Beaverton	97007	503-356-1000
Stehn Family Chapels Milwaukie Tribute Center	Milwaukie	97222	503-654-7717
Sunnyside Funeral, Cremation and Memorial Garden	Happy Valley	97086	503-659-1184
Terry Family Funeral Home	N Portland	97227	503-249-1788
Threadgill's Memorial Services	Beaverton	97005	503-526-3952
Tulip Cremation	SE Portland	97209	844-942-4909
Valley Memorial Park and Valley Park Funeral Home	Hillsboro	97123	503-648-5444
Westside Cremation and Burial Services	Beaverton	97005	503-640-9045
Wilhelm's Portland Memorial Funeral Home	SE Portland	97202	503-236-4141
Young's Funeral Home	Tigard	97223	503-639-1206
Zeller Chapel of the Roses	NE Portland	97232	503-287-1155

All County Cremation and Burial Services	Vancouver	98661	360-718-7948
Brown's Funeral Home and Cremation Services	Camas	98607	360-834-3692
Camas Cremation and Burial Services	Camas	98607	360-858-8919
Cascadia Cremation and Burial Services	Vancouver	98661	360-213-2060
Clark County Cremation and Burial Services	Vancouver	98660	360-727-0468
Davies Cremation and Burial Services	Vancouver	98663	360-693-1036
Evergreen Memorial Gardens Cemetery and Funeral Chapel	Vancouver	98684	360-892-6060
Evergreen Staples Funeral Chapel	Vancouver	98661	360-693-3649
Hamilton-Mylan Funeral Home, Inc.	Vancouver	98660	360-694-2537
Layne's Funeral Services	Battle Ground	98604	360-687-3143
Northwood Park Funeral Home and Cemetery	Ridgefield	98642	360-574-4252
Peaceful Paws Cremations (Pets)	Vancouver	98661	360-213-0323
Straub's Funeral Home Columbia River Cremation	Camas	98607	360-834-4563

Compassionate care at an affordable price.



Since 1993, we've provided Clark County families with a dignified and affordable way to memorialize a loved one. We'll help you plan a burial or cremation service that meets your needs and your budget.

We are here for you 24/7

Davies

CREMATION & BURIAL SERVICES

301 E McLoughlin Blvd. Ste. E | Vancouver
360-693-1036

A Tradition of Caring

for More Than 70 Years

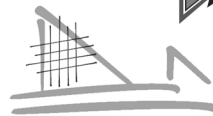
- Caring Staff
- Convenient Locations
- Beautiful Grounds

**Family Owned Cemetery
 Funeral Chapel and
 On-Site Crematory.**

Services & Prices for All Needs.
 Pre-Arrangement Planning.



9 YEARS IN A ROW



**Evergreen
 Memorial Gardens**
 CEMETERY • FUNERAL CHAPEL • CREMATORY

1101 NE 112th Ave | Vancouver
 360.892.6060 | EvergreenMemorialGardens.com

Supporting Those in Grief

Dos and Don'ts

It is not uncommon to feel unsure about what to do or say when someone we know is living through a painful time. To understand more about what can be helpful to a person experiencing a loss - and what could be hurtful - consider these “Dos and Don'ts” for offering respectful, compassionate support following a death or other traumatic event.

1. **DO LISTEN.** As a rule, if you're doing most of the talking, you are not being helpful.
2. **DON'T TELL YOUR STORY.** It's not about you. Avoid retelling your own painful experiences. No matter how similar YOUR story may seem, it is not THEIR story. Their experience is unique and happening right now. Allow the focus to be entirely on them.
3. **DO SEND A NOTE.** Whether it's sent right away or in the months ahead, a short but thoughtful handwritten note can be deeply meaningful to someone who has experienced a loss. A handwritten message can be read and re-read and, unlike a call or a text, it doesn't require a response. Mention their loved one by name and consider sharing a special memory.
4. **DON'T USE PLATITUDES.** Well-worn phrases such as, “It was God's will,” or “At least he had a good life,” can suggest a lack of empathy and actually compound the pain of a person experiencing loss. Instead, acknowledge the loss and express your sadness for the pain they are enduring. Discounting statements starting with “At least...” hurt because nothing is going to make this situation okay. Instead, simply acknowledge the loss and express your sadness at the pain they are going through.
5. **DO BE SPECIFIC.** Volunteer to perform specific tasks that are likely to ease day-to-day burdens for the person enduring a loss. Deliver a healthy dinner on a certain day, provide childcare, transport visiting relatives, empty the trash, vacuum. Simple, practical support is invaluable.
6. **DON'T BE VAGUE.** To someone in the immediacy of a trauma, asking for help can feel overwhelming if not impossible. Avoid vague gestures such as “Call me if there's anything I can do” and instead stick to specific offers that don't require them to evaluate or decide.
7. **DO BRING ESSENTIALS.** The three things that people need most immediately after a death or trauma are tissues, water, and toilet paper. As family members, friends, and neighbors arrive they all need tissues and water. Water bottles eliminate the need for cups and clean up. More people means more bathroom visits so the need for more toilet paper becomes essential.
8. **DON'T BRING A LASAGNA.** People under extreme duress typically do not eat meals; they snack. Bring a fresh fruit or vegetable tray, cheese and crackers, muffins, or other finger foods that don't require the cooking or clean-up that could add additional stress.
9. **DO BE HUMAN.** When you unexpectedly encounter someone you know to be enduring a loss, offer a simple acknowledgement such as “I'm so sorry this happened.” While avoiding the person or the fact of their loss can increase their sense of alienation and loneliness, a few kind words or a hug can provide comfort well beyond that moment.
10. **DON'T JUDGE.** Remind yourself that every individual reacts differently to loss. Avoid taking their anger or other feelings personally. Instead, acknowledge their pain and reassure them of your support. Allow them their private time.

For more information on how to help, please visit www.whentragedystrikes.org

“WHEN WE HONESTLY ASK OURSELVES which persons in our lives mean the most to us, we often find that it is those, who, instead of giving advice, solutions or cures, have chosen rather to share our pain and touch our wounds with a tender and gentle hand. The friend who can be silent with us in a moment of despair and confusion, who can stay with us in an hour of grief and bereavement, who can tolerate not knowing, not curing, not healing and face with us the reality of our powerlessness, that is the friend who cares.” - *Henri Nouwen*

What To Say Instead

Finding the most compassionate words to say to a grieving person is often challenging. Keep in mind that a grieving individual wants to be seen and heard just as they are, rather than be fixed or judged. In your role as a supporter, avoid making assumptions, and be willing to show genuine curiosity about how the grieving person is feeling.

Here are some helpful suggestions for offering an affirming response to someone experiencing a loss:

INSTEAD OF THIS:

- I know how you feel.
- Are you okay?
- At least they had a long life.
- They're in a better place.
- Calm down.
- Everything happens for a reason.
- Time heals all wounds.
- Don't feel guilty.
- Call me if you need anything.
- You have to be strong.

TRY ONE OF THESE:

- I'm here to listen.
- How are you doing right now?
- I know this is hard. Would you like to take a walk?
- I'm sorry this is happening.
- You aren't going crazy.
- I'll bring dinner on Thursday.
- What will you miss most about them?
- I'll pick up your children from school this week.
- It's okay to cry.
- I'd like to hear more about how you feel.

Dougy Center provides free support and resources for children, teens, and families after a death.



We're here to help. Dougy Center | 503.775.5683 | dougy.org | help@dougy.org

TIPNW appreciates the advertisers who make this Resource Guide possible. TIPNW cannot recommend or endorse any business.

Responding to Traumatic Events in an Organization

Checklist for Leaders in the Workplace

One of the most challenging times in an organization is when a tragedy occurs. At this time, leaders have an opportunity and responsibility to respond in a manner that can successfully guide the organization through the event.

The following are tips to consider in providing resilient leadership through a traumatic event:

- Get Accurate Information**
 - Misinformation is often spread. Confirm that the details are accurate.
- Identify Those Who Are Impacted**
 - This may include employees, family, and/or witnesses.
- Reach Out to the Family**
 - Express your condolences.
 - Clarify the information the family wishes to share and with whom.
 - Offer specific ways to provide support to the family.
- Notify Those Who Are Affected**
 - For those who will be most affected, in person or telephone notification is suggested.
 - Address concerns around social media and what news can be shared with others.
- Allow Time and Space to Process**
 - Identify a safe place in the organization for employees to gather.
 - Provide tissues, water, and healthy snacks.
 - Arrange for additional support, internally or externally.
 - If you would like assistance from TIP, please call (503) 940-7997.
- Provide Written Resources**
 - It is helpful to provide information on common reactions to traumatic events and suggestions for self-care.
 - List relevant telephone numbers that employees can call if they need further support.
 - This might include information from your Employee Assistance Program.
 - Include the telephone number, 988, for the 24-hour national Crisis Lifeline.
 - Provide these resources to all employees in written form, without them having to request it.
- Address Organizational Logistics**
 - Address any issues around safety, if necessary.
 - Create some structure for the days ahead, yet remain flexible in how the days unfold.
- Offer Ongoing Information and Support**
 - Give updates on how the family is doing.
 - Let the employees know how the organization is supporting the family and how they can participate in that support.
 - If there has been a death, share information on a possible funeral or memorial service and determine a way to honor the person who died.
 - Continue to reach out to employees who have been most affected.
- Take Care of Yourself, Too**
 - It is easy to focus solely on those you supervise. Remember to be an example, and take care of yourself, too.

The Body's Natural Response to Stress

Traumatic events and the resulting stress affects people in different ways. Reactions to an event may be mild, or they may be strong enough to interfere with the ability to function. These reactions may be immediate or may be delayed and can last a few days to a few months. **The following are some common reactions to a traumatic event:**

*Physical	Shock and feeling numb Shaking and chills Gasping for breath Increased heart rate Upset stomach Change in appetite Nausea/Vomiting Dizziness/Fainting Fatigue Difficulty sleeping	Behavioral	Restlessness Feeling immobilized Pacing Sobbing Withdrawing Inability to be alone Emotional outbursts Feeling jumpy Increased use of substances	Emotional	Guilt Anger Fear Regret Helplessness Feeling vulnerable Loss of control Blaming others Overwhelming sadness Irritability
<i>* Sometimes physical symptoms indicate the need for medical attention. When in doubt, contact your health care provider or dial 911.</i>		Cognitive	Disbelief Denial Confusion Disorganization Difficulty making decisions Forgetfulness Nightmares	Spiritual	Anger at God Loss of faith Question the meaning of life Renewed faith

For Those Who Have Experienced a Traumatic Event

- **Structure your time.** Create a routine, yet allow for flexibility.
- **Move your body.** Physical exercise can help lessen some of the physical reaction you might be having.
- **Rest.** Your body needs time to recover. Take some moments in the day to rest and relax. It is common for sleep to be disrupted after a crisis, so rest can be especially beneficial.
- **Eat regular meals even when you don't feel like it.** Try to focus on foods you know are good for you.
- **Drink plenty of water.** Our bodies need an increase in fluids when we are under stress.
- **Experiencing flashbacks is normal.** Understand that it is common to have dreams and disturbing images of the event. These will decrease over time.
- **Avoid increasing the use of alcohol and drugs.** It is tempting to numb out with substances, but this leads to things feeling worse.
- **Reach out to friends and family who are supportive.** When you give words to what happened and how you feel, you tend to be able to cope better.
- **Express yourself.** This can be done by talking with others or through writing in a journal.
- **Check in with others who may be affected.** Offering support to others can benefit both them and you.
- **Remember, your reaction is normal.** It is the situation that is not normal.
- **Accept the fact that you are under stress.** Over the next month, especially if you focus on taking care of yourself, you will begin to feel more like yourself.
- **Ask for help.** If you are unable to take care of yourself or are having thoughts of ending your life, reach out. It is a sign of strength to acknowledge when you need extra support.

Grieving a Suicide Loss

IF YOU ARE READING THIS, you may be someone who had to steady yourself for the sudden and unexpected changes to your world that occurred as a result of the suicide of a loved one. You may not know where to start or whether you are experiencing all of the emotions connected to suicide grief. As you navigate these roads, you will find yourself facing different and sometimes intense emotions, punctuated with memories of your loved one and the impact they had on your life.

One of the things I know for sure is that grief happens, whether we are prepared for it or not, and whether there is room in our lives for it. It shows up in both predictable and unpredictable moments, in images and memories that simultaneously can bring joy and pain. Grief is a reflection of the connection we had to who (and what) has been lost. Allowing ourselves to grieve honors that connection. It is no different with suicide grief, and perhaps even more important that we allow our grief to happen.

If You've Been Impacted By a Suicide

1. **PRACTICE SELF-CARE WHILE GRIEVING A SUICIDE LOSS. IT'S IMPORTANT.**

Even though grief from a suicide loss can sometimes feel overwhelming, it is important to make sure that we do as much as we can to take care of our body's basic needs as we grieve. Make sure to drink enough water, get some gentle daily exercise and sleep when you can. Ask others to help you so you can take a nap, get out for a walk in nature, or prepare some nutritious food, for example.

2. **GRIEVING A SUICIDE LOSS TAKES TIME. YOU DON'T HAVE TO BE "OVER" IT.**

Getting to a place in which your grief doesn't feel as raw and painful as it does at first will take time. There's no way (or no need) to rush it. We don't get over the loss of a loved one to suicide, we get through it, and there is no set timetable for the emotions that occur.

3. **OTHERS WILL GRIEVE DIFFERENTLY THAN YOU, EVEN WHEN EXPERIENCING THE SAME LOSS.**

Human relationships are both unique and complex. Our experiences of suicide loss are a reflection of our individual relationships with our loved one. No one on the planet had the exact relationship that you had with the person you lost. Let yourself grieve the way you need to.

4. **YOU DON'T HAVE TO HAVE ALL OF THE ANSWERS TO BEGIN HEALING.**

You may not know everything that contributed to your loved one's death by suicide or how you will go on without them. You can still heal. Leave yourself open to what you may discover about yourself and your relationship with your loved one as time goes on. It's okay to think differently about the loss as time passes. Healing can happen whether the path is clear or not.

5. **GRIEVING CAN BE EXHAUSTING. TAKE TIME TO REST AND RECHARGE.**

Days where our grief is particularly difficult can physically feel like we have run a marathon. This can be especially true on days in which you have been more present with your grief (such as those in which you share your feelings in a suicide loss support group or a therapy appointment). Build in some time for rest and recovery during these days by asking those around you to help lessen your daily load, such as help with errands or other tasks. People often want to help after a suicide loss, but may not know exactly what would be helpful to you.

6. **YOUR GRIEF IS NOT A BURDEN. IT IS AN EXPECTED REACTION TO LOSS.**

We grieve because we experience love and connection. No need to apologize for your grief or your changing emotions in response to losing your loved one to suicide.

7. **IT'S OKAY TO SAY THEIR NAME, EVEN IF OTHERS CAN'T RIGHT NOW.**

Say their name, even if you are the only one that can in the moment. Doing so also helps others to know that it's okay to talk about the person who has died by suicide, and that you want to do that. Sharing stories and memories can be healing.

8. **THERE ARE RESOURCES OUT THERE TO SUPPORT YOU IN YOUR GRIEF.**

There is a community of suicide loss survivors who want to support you as you grieve. For more loss resources visit afsp.org/loss.

-- by Doreen Marshall, Ph.D., AFSP, *Eight Things I Know For Sure*

For Family and Friends

If you know someone who has experienced a traumatic event, here are some general guidelines for support:

1. **Reach out.** It is common to think the person going through a crisis might want to be alone, but it is important to reach out to let them know you are there for them.
2. **Listen.** Ask a simple question such as “how are you doing,” and then give them time to respond. Be present. Try to understand and accept what the person is going through.
3. **Let Them Know You Are Sorry for What Happened.** Don't try to make them feel better by saying things such as, “It could have been worse.” This minimizes their experience and can make them feel worse.
4. **Respect their Wishes.** If they would like privacy, don't insist on being there. Although this is not a time to mind your own business, it is also not a time to intrude. Give them time and then reach out again.
5. **Don't Try to Fix.** What people in a crisis need is to be cared for, not to be cured.
6. **Offer to do Specific Things.** Rather than saying, “Call me if you need anything,” ask them if you could bring them a meal, run an errand, or gather information they might need.
7. **Protect.** Survivors may not be thinking clearly. When appropriate, remind them to take their medication.
8. **Help Organize.** After experiencing a traumatic event, survivors often feel disorganized. Help them make a list of things that are on their mind, and then ask them to prioritize what's important to do first.
9. **Reminisce.** If there has been a death, don't hesitate to talk about the person who died. Invite the survivor to tell stories or share fond memories.
10. **Expand the Story.** Try to not take away or minimize their guilt, but instead expand upon the story. Guilt can often be a narrow view of the bigger picture.

If you are worried that another might not be able to take care of themselves, or if they are expressing thoughts of suicide, get help. **Call 988, the Suicide and Crisis Lifeline or your local crisis line for immediate help.**

Common Misconceptions of Grief

Most people find the death of a loved one the most intense and difficult experience of their lives. To lose someone is a universal experience. Many of those who grieve try to hide their sorrow and believe it should be suppressed. We now know that to suppress our sorrow further disorients us and makes us more at risk for both emotional and physical illness.

The most common myth people believe is that grieving should be over in a short period, no longer than two weeks. This assumption is false. Loss of a loved one will have a measurable and visible impact.

A second common myth is that many people believe they can suppress their sorrows, at least to other people's eyes, by using alcohol, drugs, or magical thinking to suppress their emotions. These all inevitably fail. Our emotions and their expressions are the only means we have to reorient ourselves after major change in our lives. One of the most effective ways of moving through grief is to cry. To cry with others who grieve makes the task of reorientation easier.

A third common myth is for people to try to grieve in private. A famous poet, John Donne, wrote, “No man is an island unto himself.” No matter how overwhelmed, lonely or impotent you feel, your loss is other's loss also. It is very important that you include, not exclude, others in mourning your loss.

A fourth common myth is an attempt to escape the pain of loss by making changes in their lives; selling the house, changing jobs, going on long trips. All of these may be appropriate in time, yet not in mourning. It is important to make as few changes as possible and rebuild a routine.

A fifth common myth is to ignore one's health. For some, it seems to be going to the extreme of feeling the best way of honoring the dead is to die with them. For others, it is to abandon self-esteem. Whatever your reason, you need to care for your own health.

Taken from Dr. Glen Davidson, Ph.D., and produced by Twenty-Twenty media, a subsidiary of Dodge Chemical Company, Cambridge, MA.

Children and Grief

10 Tips For Supporting Children Who are Grieving

adapted from Dougy Center

If you know a child who has experienced the death of someone, you might be wondering, “How can I help?” Here are a few principles to keep in mind. Grief is unique to each person and every family, so adapt these as needed:

1. **SPEAK OPENLY AND HONESTLY ABOUT THE DEATH.** After a death, one of the first questions a parent will ask is this: “How and when do I tell my children?” There is no magical ‘right time’ to share the news of someone’s death; the right time is the one you create. In general we recommend telling them as soon as possible, so that they hear it from someone they trust rather than from other kids or social media.

Find a safe, comfortable place and start with a short, simple explanation about the death, in language children can understand. Let their questions guide what else to share.

Avoid euphemisms such as passed away, went to sleep, crossed over, or lost, as they can confuse children. You might say something like this: “Honey, I have very sad news. Daddy died. His heart stopped working. He had a heart attack and the doctors weren’t able to fix his heart.” Even though it can be hard to think about saying these words, being honest and open is a great first step in helping children who are grieving. It minimizes the confusion that comes from misinformation and keeps children from having to use their limited energy and inner resources trying to figure out what happened.

If the person died from an illness like cancer or leukemia, it’s helpful to name it rather than saying, “He got really sick and died.” Being general in this situation can create anxiety for children the next time someone gets sick with a cold or flu.

2. **LISTEN.** When a child is grieving, people can be quick to offer advice, give opinions, and make judgments. What’s most helpful is to listen without judging, interpreting, or evaluating. It can be tempting to try to minimize in order to “protect” children.

Sometimes the best response is to repeat what you hear them say - called “reflecting” - so that they know they have been heard. For example, “You really miss your mom, especially when you wake up in the morning.”

Listening to children, without jumping in to try to fix anything or make it better, is one of the best ways to help them feel heard and supported. Once children trust that you will listen and understand, they’ll be more likely to come to you when they’re hurting or needing advice.

3. **BE OPEN TO DIFFERENT WAYS OF GRIEVING.** What grief looks like varies greatly. Some children may cry quietly and want to be left alone. Others might have difficulty sitting still or being by themselves. Some children will not outwardly show reactions, which can be challenging for adults who are supporting them. There are many ways to process and express grief.

People of all ages who are grieving tend to be hard on themselves, whether for crying, not crying, being strong, thinking about the person, or not thinking about the person. There is no right or wrong way to grieve. Each grief experience is unique.

You can help children (and yourself) by letting them know that all of their thoughts and feelings are okay. Allowing them to grieve in their own way reinforces that there are many ways to respond, and that it’s okay to find what works best for them, as long as their behavior does not hurt others or themselves.

4. **OFFER CHOICES.** Children appreciate being able to make choices as much as adults do. A death can leave them feeling powerless. Allowing them to make choices can help re-establish a sense of power, control, and trust. These choices can be simple and everyday such as, “Do you want to wear your red or purple T-shirt?”

They can also be more complex, such as participating in the memorial service or sorting through the person’s belongings. Whenever possible, invite children into the decision-making process. Providing informed choices helps them know they’re valued and that they’re an important part of the family.

10 Tips For Supporting Children Who are Grieving

continued

5. **PROVIDE OUTLETS FOR SELF-EXPRESSION.** While some children will talk about their experiences, many will express themselves through art, writing, music, or creative play. Get out the crayons, paper, markers, paint, clay, and other art materials. You can offer ideas such as making a card for the person who died, creating a collage of pictures, or writing a letter, but be open to their ideas and suggestions for projects. It's helpful to ask children if they want to share what they created with you, and to respect a "no" answer.

Some children will be more drawn to physical activity than creative expression, so be sure to create time and space for them to engage in big energy play like running outside, sports, or messy creative projects.

6. **TALK ABOUT AND REMEMBER THE PERSON WHO DIED.** Talking about and remembering the person who died can be an important part of processing grief. It's okay to use their name and share what you remember about them. You might say, "Your mom really liked this song," or, "Your dad made the best pizza I've ever had." By bringing up the person's name, you give children permission to share their feelings and memories. Children often like to keep objects that belonged to the person or that have some significance related to them.

With photos, consider making copies to give to young children so that they can carry them around without the fear of damaging the originals. Rather than guess what keepsakes, clothing, or pictures a child might like, ask which ones are important to them.

You may want to remember or mark significant days such as the birthday of the person who died, the anniversary of their death, and traditional holidays like Mother's Day, Father's Day, Thanksgiving and year-end. You can invite children to participate in activities to honor those significant days, such as visiting a grave site, lighting a candle, cooking a favorite meal, and sharing memories, among other possibilities.

7. **PROVIDE CONSISTENCY AND ROUTINE.** Life is often in upheaval after a death, so finding ways to create safety and predictability is helpful for children. For example, you might create routines around bedtime, after school activities, or meals. Children may also need some flexibility: This way they know what to expect (homework is done by 7 p.m.), but can also trust that if they need something else (tonight you can take a break and come back to it later), their world will be responsive.
8. **KNOW THAT GRIEF DOESN'T FOLLOW A SCHEDULE.** You may have heard that grief follows a linear course of stages: denial, anger, bargaining, depression, and acceptance. The families at Dougy Center have taught us that grieving may include one, all, or none of these experiences and they do not occur in any particular order. Grief does not have a timeline, and it changes over the course of someone's life. Know that it's okay for children to continue to grieve the loss as they grow and develop.
9. **GET EXTRA HELP IF NEEDED.** While most children and teens will ultimately return to their prior level of functioning following a death, some are potentially at risk for developing challenges such as depression, difficulties at school, or anxiety. While friends, family, or a support group may be enough for most children, others may require additional assistance.

Some children are helped by working with a therapist. If you notice ongoing behaviors that interfere with a child's daily life, seek the advice of a qualified mental health professional. Don't be afraid to ask about their experience and training in grief and loss, working with children, and their treatment philosophy and methods.

10. **FIND SOURCES OF SUPPORT FOR YOURSELF.** If you are parenting or supporting a child who is grieving, one of the best ways to help is to ensure that you are taking care of yourself. Find good sources of support. Research shows us that how well a child does after a death is linked to how well the adults in their lives are doing. This doesn't mean hiding your grief from your child. Rather, it means ensuring that you have people and activities in your life that are sources of comfort and inspiration.

By accessing support, you model for your children ways to take care of themselves, and you reassure them that you will have the energy and presence to be there for them.

Children and Grief

Developmental Responses to Grief adapted from Dougy Center

WHILE EVERYONE GRIEVES DIFFERENTLY, there are some behaviors and emotions commonly expressed by children depending on their developmental level. No matter how old a child is, it can be helpful to read through each of the age ranges, as there are times when a 6-year-old asks a complex, big picture question and those when a teenager is struggling to find a physical outlet for their grief. **Following are examples of age related responses:**

AGES 2 TO 4

Common Responses

- Crying, irritability
- Clinginess, needing to be held
- Behavior regression - may need help with tasks they've already learned

Ways to Help

- Set limits but be flexible when needed.
- Create a consistent routine to re-establish safety and predictability, especially in starting and ending the day.
- Provide a short, honest explanation of the death. "Mommy died. Her body stopped working." Use the words dead and died. Avoid euphemisms such as gone/passed/lost.

AGES 5 TO 8

Common Responses

- Disrupted sleep, changes in eating habits
- Repetitive questions: How? Why? Who else?
- Physical complaints: stomachaches, headaches, body pain

Ways to Help

- Explain the death honestly using concrete language. "Daddy's heart stopped working." Use the words dead and died. Avoid euphemisms such as gone, passed, lost.
- Allow children to talk about the experience and ask questions.
- Give choices whenever possible. "Your room needs to be cleaned. Would you like to do it tonight or tomorrow morning?"

AGES 9 TO 12

Common Responses

- Express big energy through behavior sometimes seen as acting out
- Difficulty concentrating and focusing, sensitivity to noise, light, movement, and change
- Wide range of emotions: rage, revenge, guilt, sadness, relief, and worry

Ways to Help

- Help children identify people and activities that help them feel safe and supported.
- Maintain routines and limits, but be flexible when needed.
- Model expressing emotions and taking care of yourself.

AGES 13 TO 18

Common Responses

- Withdrawal from family or other support networks
- Increased risk taking: drugs/alcohol, reckless driving, etc
- Unpredictable and at times intense emotional reactions: anger, sadness, guilt, relief, anxiety

Ways to Help

- Allow for expression of feelings without trying to change, fix, or take them away
- Assist teens to connect with support systems, including other adults (family, friends, teachers).
- Ask open ended questions and listen without judging, interpreting, advising, or placating

For more information on developmental responses, please refer to **DOUGY CENTER FULL ARTICLE BY SCANNING THE QR CODE.**



Social Media Recommendations

1. Notify Close Loved Ones First

Notify close family and friends in a more personal way first (in-person or phone call), instead of posting online immediately. Consider where the person might be when receiving the news, if you are able to.

2. Creating an Announcement Post

Announcing the death of a loved one can feel overwhelming. There are no rules on how much or how little you need to share, if anything at all. Express yourself in a manner that feels comfortable and appropriate to you, your family, and your loved one that has died.

A few suggestions about what to include in the announcement:

- Add an introduction to your post so that people know you have sad news to share
- Name of the deceased and relationship to you
- Date, location, how the person died (if you wish)
- A photo of loved one
- Date, time, and location of any services, or a promise to share when details are available

3. Remember that social platforms are a public space, and word travels fast

Consider all of the people who may read your post, and be prepared to receive responses from them. Social media is a public space; even with strict privacy settings, posts or photos can be captured via screenshot and shared.

4. If You Found Out About a Death

Let the family and closest loved ones post first. Allow the deceased person's closest family members to decide when, what, and how they want to post.

5. If You Found Out About a Death Online

You may be shocked to read about the death on social media. Take the time you need to care for yourself after reading this news. Offering your sympathy, sorrow and surprise is appropriate to share on a social media post. You may want to reach out to the deceased's family and close friends once you read the news. A text, phone call or card are appropriate, but know that the family may be overwhelmed and may not be able or ready to get back to you. Know that reaching out any way is what matters.

6. When posting, make sure facts are accurate and be careful with details

Once family has posted, note what information has been included or excluded from a post. Family may want to maintain privacy about some details of the death.

If you decide to post, follow suit by sharing only the details that the family shared and ensure your information is accurate and without speculation.

Memorializing or Deleting Social Media Accounts

Deciding whether or not to keep the deceased's online profiles is a tough choice, and there is not a right or wrong answer. Social Media can help you to honor your loved one's life and create an opportunity for a shared mourning experience for years to come, if you so choose. Please see individual Social Media platforms for their policies.

Media and Social Media Support

The Media: Your Rights

If you have been involved in an incident of public interest, you may encounter the media. **YOU HAVE THE RIGHT TO:**

- Say “No” to an interview, even if previously granted.
- Refuse an interview with a specific reporter even if you have granted interviews to other reporters.
- Exclude children from interviews.
- Avoid a press conference atmosphere and speak to only one reporter at a time.
- Refuse answering reporter’s questions during trial.
- Refrain from answering any questions with which you are uncomfortable or feel are inappropriate.
- Release a written statement through a spokesperson in lieu of an interview.
- Know in advance what direction the story about your victimization is going to take.
- Suggest training about media and victims for print and electronic media in your community.
- Ask for a review of your quotes prior to publication.
- Ask that offensive photographs or visuals be omitted from airing or publication.
- Select the spokesperson or advocate of your choice.
- Select the time and location for media interviews.
- Request a specific reporter.
- Demand a retraction when inaccurate information is reported.
- Conduct a television interview using a silhouette or a newspaper interview without having your photo taken.
- Give your complete side of the story related to your victimization.
- File a formal complaint against a reporter.
- Grieve in privacy.
- Be treated with dignity and respect by the media.

MEDIA SUPPORT



TIP Volunteers come alongside individuals immediately following a crisis. Services are provided at no cost and available 24 hours a day, 365 days a year. All made possible by generous contributions.

GIFT HOPE. DONATE TODAY.

TIPNW.harnessgiving.org/donate

Trauma Intervention Program NW is a 501(c)(3) nonprofit organization. Donations are tax deductible; TAX-ID 20-4757054.

211info ★
2-1-1

The easiest way to find health and human services.

Text
ZIP Code
TO 898211

Dial
2-1-1

Visit
211info.org

Connect. Inform. Empower.

TIPNW appreciates the advertisers who make this Resource Guide possible. TIPNW cannot recommend or endorse any business.

Community Resources

ADOLESCENTS

Angels In The Outfield	503-313-8122
Children's Home Society of Washington	360-695-1325
Clackamas County Juvenile Department	503-655-8342
Clark County Juvenile Justice Center	564-397-2201
Janus Youth Programs	503-233-6090
Insights Teen Parent Program	503-239-6996
Multnomah County Juvenile Services ...	503-988-3460
National Runaway Safeline	800-786-2929
New Avenues for Youth	503-224-4339
SMYRC - New Avenues For Youth	503-872-9664
Trevor Project	866-488-7386 TEXT 678-678
YouthLine	877-968-8491TEXT "teen2teen" to 83-9863

ALCOHOL/DRUGS

Emergency Substance Abuse Hotline	800-662-4357
Al-Anon, Portland	503-292-1333
Al-Anon, Vancouver	360-693-5781
Al-Anon Family Services	888-425-2666
Al-Anon & Al-Ateen Services	503-292-1333
Alcoholics Anonymous, Portland	503-223-8569
Alcoholics Anonymous, Vancouver	360-694-3870
Cocaine Anonymous	503-256-1666
Families Anonymous	800-736-9805
Lifeline Connections	360-205-1222
Narcotics Anonymous	503-345-9839
Washington State Recovery Helpline ...	866-789-1511

ANIMAL ASSISTANCE

Animal Aid	503-292-6628
Bonnie Hays Animal Shelter	503-846-7041
Clackamas County Animal Control	503-655-8628
DoveLewis Emergency 24/7 Hospital & Support Groups	503-228-7281
House Of Dreams, No Kill Cat Shelter ...	503-262-0763

Meowhaus Cat Boarding & Assistance ...	503-281-0222
Multnomah County Animal Services	503-988-7387
Oregon Humane Society	503-285-7722
Second Chance Companions	360-687-4569
SW Washington Humane Society	360-693-4746
West Coast Pet Memorial Services	503-885-2211

BEREAVEMENT

Brief Encounters	503-334-2564	Support after pregnancy loss or infant death
Buzzy Bee's	buzzysbees.org	
Clark County Grief Support Services	360-703-0300	
Compassionate Friends	503-307-8450	
.....	877-969-0010	Support after a child death
Dougy Center for Grieving Children	503-775-5683	
.....	866-775-5683	Support and resources before and after a child death
First Candle Grief Support Line	800-221-7437	Support after SIDS and other sleep-related infant death
GriefShare	griefshare.org	Christian grief support program after a death
Now I Lay Me Down to Sleep	971-206-4405	Remembrance portraits to parents after an infant death
POMC - Parents of Murdered Children ...	503-656-8039	
Peacehealth Hope Bereavement	360-696-5120	
Sesame Workshop	sesameworkshop.org	
Share	nationalshare.org/oregon	Support after pregnancy and infant death
Survivors of Suicide Support	503-200-0382	
Victim Support Services	855-484-2846	
Many bereavement groups can be found at local churches and hospitals.		

CULTURALLY SPECIFIC SERVICES

Asian Health & Service Center	503-872-8822
AYCO - African Youth & Community Org	971-254-8916
Black Family Resource Center	503-284-8000
El Programa Hispano Católico	503-669-8350
Greater Middle East Center	503-234-1541
IRCO	503-234-1541

Community Resources

Native American Youth & Family Center 503-288-8177
Pacific Islander & Asian Family Center... 503-235-9396
Russian Oregon Social Services 503-777-3437
Slavic & Eastern European Center..... 971-271-6512

BOARD UP/RESTORATION

1-800-Board-Up 800-262-7387
BELFOR Property Restoration 503-655-4739
Cornerstone Disaster Repair 503-295-0108
F.I.R.E. Restoration 503-305-7285
ServPro National Call Center 855-769-0656

BODY & ANATOMICAL DONATION

OHSU Body Donation 503-494-8302
Medcure: Body Donation 866-560-2525
Science Care: Body Donation 800-417-3747

CHILDREN/YOUTH RESOURCES

CARES NW 503-276-9000
Prevention, evaluation, treatment for child abuse and neglect
Child Abuse Hotline 800-422-4453
Child Protective Services, Oregon 855-503-7233
Child Protective Services, Washington 888-713-6115
Dougy Center for Grieving Children 503-775-5683
..... 866-775-5683
New Avenues for Youth..... 503-224-4339
Youth Behavioral Health Navigator 564-888-3086
YouthLine..... 877-968-8491
..... TEXT “teen2teen” to 83-9863

CLEAN UP/BIO-HAZARD

A.D. Valor Technical Cleaning 855-476-4911
Bio-One Crime Scene Cleaning 503-610-4697
BioSweep of Oregon 503-719-6859
ServPro National Call Center 855-769-0656
STOP Restoration 844-500-4775

COMMUNITY RESOURCES

Catholic Charities of Oregon..... 503-231-4866
Catholic Community Services 360-567-2211

Resources and support for sheltering homelessness and families

Clackamas County Family Services 503-655-8840
Clackamas County Mental Health Clinic 503-655-8585
Clackamas Service Center..... 503-771-7914
Friendly House 503-228-4391
Community center and social services agency

Neighborhood House 503-246-1663
Youth and family services for West Multnomah County

Northwest Family Services 503-546-6377
Programs for youth, parenting, money management, job placement

Oregon Department of Human Services 503-945-5600

Portland Grief House griefhouse.org
Resources and community-building grief gatherings

Street Roots 503-228-5657
Services for homelessness and poverty

COMMUNITY SUPPORT

CaringBridge caringbridge.org

Catholic Community Services 360-567-2211
Resources and support for sheltering homelessness and families

Household Item Pick Up 800-775-8387

Lotsa Helping Hands lotsahelpinghands.com

Meal Train mealtrain.com

Get Well Packages spoonfulofcomfort.com

CRIME VICTIM ASSISTANCE & RESTRAINING ORDER

Clackamas County Victim Assistance 503-655-8616

Clark County Victim Assistance 564-397-2261

Legal Aid Services of Oregon, Family Law
..... 503-224-4086

Lutheran Community Services..... 206-901-1685

CRISIS SERVICES

Call to Safety Crisis Line 888-235-5333

Catholic Community Services 360-567-2211

Child Abuse Hotline 800-422-4453

Clackamas County Crisis Line..... 503-655-8585

Clackamas County Mental Health Clinic 503-655-8585

Clark County SW Washington Crisis Line 800-626-8137

Lifeline Connections..... 360-205-1222

Multnomah County Behavioral Health ... 503-988-4888

Community Resources

National Alliance on Mental Illness	800-950-6264
.....TEXT "friend" to 62640	
Oregon Child Abuse Hotline	855-503-7233
Rainier Springs	360-356-1890
Unity Center for Behavioral Health	503-944-8000
Washington County Crisis Line	503-291-9111
Washington County La Linea de Crisis ...	503-294-9111
Washington State Department of Children & Youth	
.....	888-713-6115

DOMESTIC VIOLENCE

Call to Safety Crisis Line	888-235-5333
Clackamas Women's Services	888-654-2288
Gateway Center for Domestic Violence	503-988-6400
National Domestic Violence Hotline	800-799-7233
Portland Men's Resource Center	503-235-3433
Raphael House of Portland.....	503-222-6222
Salvation Army, West Womens.....	503-731-3900
Volunteers of America, Home Free	503-771-5503
Washington State Coalition Against Domestic Violence	
.....	206-389-2515
YWCA Clark County SafeChoice	360-695-0501
.....	800-695-0167
YWCA of Portland Survivor Services	503-294-7400

EMERGENCY SUPPLIES

American Red Cross, Portland	503-284-1234
American Red Cross, SW Washington	360-553-3619
Francis Center	503-775-6784
Low income emergency food, financial aid, clothing, and support	
St. Vincent DePaul, Portland	503-235-8431
St. Vincent DePaul, Vancouver	360-694-5388
Salvation Army, Portland	971-340-4010
Salvation Army, Vancouver	360-892-9050
SnowCap	503-674-8785
Provides emergency clothing and food	

HIV/AIDS

Cascade AIDS Project, Portland	503-223-5907
Cascade AIDS Project, Clark County	360-750-7964
Partnership Project	503-230-1202

HOSPITALS

Adapt+ Behavioral Health Clinic.....	360-696-5300
Adventist Health Portland	503-257-2500
Kaiser Permanente Sunnyside	503-813-2000
Legacy Emanuel Medical Center	503-413-2200
Legacy Good Samaritan Medical Center	503-413-7711
Legacy Salmon Creek Medical Center ...	360-487-1000
Legacy Meridian Park Medical Center ...	503-692-1212
Legacy Mt. Hood Medical Center	503-674-1122
Legacy Randall Children's Hospital	503-276-6500
OHSU Doernbecher Children's Hospital	503-346-0640
OHSU Hospital	503-494-8311
PeaceHealth SW Medical Center	360-256-2000
Providence Portland Medical Center	503-215-1111
Providence Milwaukie Hospital	503-513-8300
Providence St. Vincent Medical Center	503-216-1234
Providence Willamette Falls	503-656-1631
Rainier Springs	360-356-1890

LEGAL

Clark County Volunteer Lawyers Prog ...	360-695-5313
Disability Rights Oregon	503-243-2081
Legal Aid Services of Oregon	503-224-4086
Oregon Elder Law	503-284-6778
Oregon Law Center	800-672-4919

LGBTQIA+

Friendly House	503-228-4391
Metropolitan Community Church.....	503-281-8868
Q Center.....	503-234-7837
SAGE - LGBTQ+ Elders	877-360-5428
SMYRC - Sexual & Gender Minority Youth Resource Center	
.....	503-872-9664

Community Resources

MEDICAL EXAMINER

Clackamas County ME Office	503-655-8380
Clark County ME Office	564-397-8405
Multnomah County ME Office	503-988-0055
Washington County ME Office	503-846-3575

MENTAL HEALTH

Adapt+ Behavioral Health Clinic	360-696-5300
Cascadia Health	503-674-7777
Clackamas County Crisis Line	503-655-8585
Clackamas County Mental Health Clinic	503-655-8585
Clark County SW Washington Crisis Line	800-626-8137
Columbia River Mental Health	360-993-3000
Community in Motion	360-694-6577
Lifeline Connections	360-205-1222
Multnomah County Mental Health	503-988-4888
National Alliance on Mental Illness	800-950-6264
.....TEXT "friend" to 62640	
New Narrative Integrative Mental Health	503-726-3742
Providence Behavioral Health Services	503-215-7080
Unity Center for Behavioral Health	503-944-8000
Rainier Springs	360-356-1890

POLICE

Emergency	911
Camas Police Department	360-834-4151
Clackamas County Sheriff's Office	503-655-8211
Clark County Sheriff's Office	360-397-2211
Gresham Police Department	503-618-2318
Lake Oswego Police Department	503-635-0238
Multnomah County Sheriff's Office	503-988-4300
Portland Police Central Precinct	503-823-0097
Portland Police East Precinct	503-823-4800
Portland Police North Precinct	503-823-5700
Vancouver Police East Precinct	360-487-7500
Vancouver Police West Precinct	360-487-7355

SENIORS

Area Agency on Aging & Disabilities of SW Washington	
.....	888-637-6060
.....	360-735-5720
Alzheimer's Association	800-272-3900
Clackamas County Aging & Disability ...	503-650-5622
Elder Care	800-677-1116
Oregon Elder Law	503-284-6778
Lutheran Community Services	206-901-1685
Multnomah County Aging & Disability ...	503-988-3646
Multnomah County Family Caregiver Support Program	
.....	503-988-3646
.....	Services to relieve burdens off of unpaid caregivers
Salvation Army Silvercrest Housing	503-236-2320
Senior Loneliness Line	503-200-1633

SEXUAL ASSAULT

Call to Safety Crisis Line	888-235-5333
Lutheran Community Services	206-901-1685
Victim and Survivor Services	503-988-3222

SHELTERS

Immediate Shelter Inquiries	211
.....	866-698-6155
Bradley Angle, for Women & Children ...	503-235-5333
Call to Safety Crisis Line	888-235-5333
Janus Youth Programs	503-233-6090
Ticket Home Program	503-488-7757
.....	Family reunification, funds one-time transportation assistance
Vancouver Emergency Shelter	360-695-9677

SIDS - SUDDEN INFANT DEATH SYNDROME

Brief Encounters	503-334-2564
.....	Support after pregnancy loss or infant death
First Candle Grief Support Line	800-221-7437
.....	Support after SIDS and other sleep-related infant death
Hayden's Helping Hands	haydenshelpinghands.com
.....	Support/funds after birth of stillborn baby
Now I Lay Me Down to Sleep	720-283-3339
.....	Remembrance portraits to parents after an infant death

Community Resources

SUICIDE

- Emergency** 911
- Lines for Life** 988
- American Foundation for Suicide Prevention 988
- Clackamas County Crisis Line 503-655-8585
- Clackamas County Mental Health Clinic 503-655-8585
- Clark County SW Washington Crisis Line 800-626-8137
- Kristin Brooks Hope Center 800-442-4673
- Multnomah County Mental Health 503-988-4888
- National Suicide Prevention Lifeline 800-273-8255
- Survivors of Suicide Support Group 503-200-0382
- Teen Line 800-852-8336
 TEXT "TEEN" to 839863
 Call 6 - 10 PM PST every night; Text 6 - 9 PM PST every night
- Trevor Project 866-488-7386
 TEXT 678-678

VETERANS/MILITARY

- Veterans Crisis Line** 988
 TEXT 838-255
- Lines for Life Military Help Line 888-457-4838
- Transition Projects for Veterans 855-425-5544
- Veteran Combat Call Center 877-927-8387
- Willamette National Cemetery 503-273-5250



503-277-8763

24 / 7 Emergency Response

We can work with your insurance. We are here to help.

Bio-One Can Help

Bio-One is a local family-owned and operated business. Our crews are caring, experienced, and professional teams available when you need them most.

Services

Biohazard
Blood Cleanup
Feces / Urine

Undiscovered Death
Suicide / Homicide
Odor Removal

Hoarding
Virus Disinfection
Sewage Backups



BioOnePDX.com

Info@BioOnePDX.com



Attention to detail like
no other. Guaranteed.



Plan a celebration of life defined by professionalism, compassion and attention to detail that is second to none.

**10 local providers serving
the greater Portland area**

Every Detail Remembered® | **Dignity**[®]
MEMORIAL

Lincoln Memorial Park & Funeral Home | 11801 SE Mt. Scott Blvd. | Portland, OR 97086

RESOURCES

TIPNW appreciates the advertisers who make this Resource Guide possible. TIPNW cannot recommend or endorse any business.

Medication and Drug Disposal

FOLLOW INSTRUCTIONS ON BOTTLE/PACKAGING

- Look for drug disposal instructions on the bottle.
- The label may say you can throw the medicines in the trash, crush the medicines and combine and mix them in a substance and dispose of them.
- It is no longer encouraged to flush medications down the toilet.

MEDICINE TAKE-BACK PROGRAMS

- Contact your city or county government's household trash and recycling service to see if there is a medicine take-back program.
- Many law enforcement agencies have prescription drop-off receptacles.
- Call your pharmacist to see if they have or know of a medicine disposal program.

DISPOSING OF PRESCRIPTIONS

- Take the medicine out of its original container, crush, and mix with coffee grounds or kitty litter.
- Pour into a sealable bag, empty can or another container to prevent leaking or breaking of a garbage bag.
- Dispose of into garbage.
- Scratch off all identifying information on the medication bottles for your own privacy and health information.

DEA DIVERSION CONTROL DIVISION

Scan this QR Code
to find your local
National Prescription
Drug Take Back Day.



ROSE CITY CEMETERY & FUNERAL HOME

Family Owned & Operated Since 1906



*Northeast Portland's Only Full Service
Funeral Home and Cemetery Combination*

Prearranged Funeral Planning	Reasonably Priced Funeral Services
Indoor & Outdoor Mausoleums	Green Burial Services
On-site Chapel and Viewing Rooms	Cremation and Aquamation Services

503-281-3821



5625 Northeast Fremont Street
Portland, Oregon 97213



www.rosecityfuneralhome.com



**FAMILY OWNED
AND OPERATED FOR OVER 20 YEARS**

Gresham Memorial Chapel

257 SE Roberts Avenue, Gresham

Voted Best Funeral Home
Readers Choice Award, 6 times
Largest Reception Room in the Area

Serving Gresham Area Families
Since 1998

503-618-8176
greshamfuneral.com

TIPNW appreciates the advertisers who make this Resource Guide possible. TIPNW cannot recommend or endorse any business.

CRISIS LINES 24/7



CLACKAMAS COUNTY CRISIS LINE
(503) 655-8585
Interpreters available



**CLARK COUNTY
SW WASHINGTON CRISIS LINE**
(800) 626-8137



MULTNOMAH COUNTY CRISIS LINE
(503) 988-4888
Interpreters available



SKAMANIA COUNTY
(509) 427-3850



WASHINGTON COUNTY CRISIS LINE
(503) 291-9111
Interpreters available



LINES FOR LIFE
(800) 273-8255 | 24/7 365 days a year
or Call / Text to **888**



VETERANS CRISIS LINE
(888) 457-4838 Press 1
or Text to **83-8255**



TIP NW
YOUTH RESOURCE GUIDE

**SUPPORT
WHEN YOU NEED IT.**

If you are unsure of your COUNTY location,
CALL ANY CRISIS LINE FOR IMMEDIATE ASSISTANCE.



Southwest Washington **CRISIS LINE**

Having an urgent mental health
or substance use need? Give us a call.
Free and available 24/7

(800) 626-8137 | TTY: (866) 835-2755

wa.carelonbehavioralhealth.com

Text **HOME** to **741741**
to access The National Crisis Text Line

CRISIS LINES

CITIZENS HELPING CITIZENS IN CRISIS

BOARD OF DIRECTORS

KARYN VINCENT
BOARD CHAIR
Senior Head
Global Industry Standards CFA Institute

LEANN DODGE
BOARD SECRETARY
Agent
State Farm Insurance

JANETTE TRUSSELL
BOARD TREASURER
Retired
Accountant

TIP ADVISORY COMMITTEE

BOB DAY
Chief
Portland Police Bureau

BRENNAN BLUE
Chief
Vancouver Fire Department

CATHY PHELPS
Chief Deputy
Clackamas County Medical Examiner's Office

CRAIG COLLINS
Owner
Portland Cremation Center & Mortuary Services

GALLI MURRAY
Suicide Prevention Coordinator
Clackamas County

GEORGE BURKE
Chief
Lake Oswego Police Department

GREG LONDO
CEO
A.D. Valor Technical Cleaning

GREG PHILO
Owner
F.I.R.E. Restoration

JASON WALLIS
Chief
Port of Portland Police

BILL BIGGS
Retired, Vice President
Biggs Insurance Services

BRIAN MARTINEK
Executive Director
Northwest Regional Re-Entry Center

JOHN NOHR
Chief
Clark-Cowlitz Fire & Rescue

JUNE VINING
Executive Director/CEO
Trauma Intervention Program NW

JEFF MORI
Chief
Vancouver Police Department

JIM PRICE
Chief
Hoodland Fire District #74

JOHN HORCH
Sheriff
Clark County Sheriff's Office

JON HARRELL
Director
Lake Grove Fire District

KATHY WENTZ-PHELPS
Owner & Funeral Director
OMEGA Funeral & Cremation Services

KIMBERLY DILEO
Chief Medicolegal Death Investigator
Multnomah County Medical Examiner's Office

KEN DUILIO
Lieutenant
Portland Police Bureau

KRIS ARTMAN
Assistant Chief
Lake Oswego Fire Department

LINDSAY FISHER
Vice President of Administration
Evergreen Funeral & Memorial Gardens

KIM HAMLIK
Vice President
Northwest Precision Tool

MEGAN REUTHER
Attorney
Tonkon Torp LLC

MIKE GLENN
Retired
Portland Fire & Rescue

ROBIN PURSLEY
Retired, Chief
Gresham Police Department

LORIANNE FIEDLER
BSA Compliance Specialist
Bank of the Pacific

MARCUS MENDOZA
Chief, Estacada Police
Lieutenant, Clackamas County Sheriff's Office

NICK BROWNE
Chief
Clackamas Fire District #1

NICOLE MORRISEY O'DONNELL
Sheriff
Multnomah County Sheriff's Office

ROB MATHIS
Chief
Port of Portland Fire

RYAN GILLESPIE
Chief
Portland Fire & Rescue

SCOTT LEWIS
Chief
Gresham Fire Department

TRAVIS GULLBERG
Chief
Gresham Police Department

WENDY SILVERTHORNE
Consultant
SMART Team



OFFICE: (503) 823-3937

4800 NE 122ND AVE, PORTLAND, OR 97230